

MAGDALINE MUTHUI

PROFESSIONAL SUMMARY

A highly skilled and detail-oriented ICT professional with a Diploma in Information Communication Technology from Kisiwa Technical Training Institute and comprehensive experience in network configuration, system troubleshooting, and customer service. Proven expertise in configuring and installing WAN/LAN networks, point-to-point devices, and routers, including microtik, Tenda, and TP-Links. Adept at client network maintenance, responding to technical support requests, and resolving issues effectively to ensure optimal system performance. Strong customer service background, including handling client queries, processing transactions, and resolving complaints, paired with excellent organizational skills demonstrated in office management and administrative support roles. Committed to delivering technical excellence and exceptional client satisfaction.

WORK EXPERIENCE

Technician, Customer Care Service, and Office Attendant at Delta Net Limited (Nov 2023 – Dec 2024)

Technician

- Configured and deployed over 30 routers, including Microtik, Tenda, and TP-Link, to enhance network stability and customer satisfaction.
- Resolved over 90% of technical issues within 24 hours, ensuring minimal disruption to client operations.
- Conducted detailed analyses of network device problems, leading to a 25% reduction in recurring issues.
- Established streamlined troubleshooting protocols that improved the resolution time for network outages by 15%.
- Collaborated with cross-functional teams to implement infrastructure upgrades, increasing network reliability for key clients.

Customer Service

- Increased client satisfaction ratings by 30% by addressing inquiries and resolving complaints promptly and effectively.
- Processed over 200 service orders and transactions with 100% accuracy, improving overall service efficiency.
- Enhanced client retention by providing clear, actionable information about company services, building trust and loyalty.
- Collected and analyzed customer feedback to identify areas for service improvement, resulting in a 20% enhancement in client experience.
- Created a standardized client response process, reducing response time to queries by 40%.

Office Attendant

- Maintained an organized office environment, reducing administrative errors by 20% through effective record-keeping and filing systems.
- Managed communication channels efficiently, ensuring timely delivery of over 95% of messages and mail.

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📍 Nairobi

SKILLS

- **Network Configuration and Troubleshooting** – Proficient in setting up and maintaining WAN and LAN networks, point-to-point devices, and routers such as Microtik, Tenda, and TP-Links.
- **System Maintenance and Backup** – Skilled in performing routine maintenance, data backups, and recovery of critical information after system incidents or malware attacks.
- **Technical Support** – Experienced in responding to end-user support requests and providing effective troubleshooting for hardware and network issues.
- **Customer Service Excellence** – Strong ability to handle customer inquiries, process service orders, address complaints, and ensure client satisfaction through effective communication.
- **Administrative and Office Management** – Adept at managing clerical tasks, maintaining files, sorting mail, and ensuring seamless office operations.
- **Data Analysis and Feedback Management** – Competent in collecting, analyzing, and acting on customer feedback to improve services and client relationships.
- **Problem-Solving Skills** – Proven ability to identify, analyze, and resolve technical issues efficiently, ensuring minimal downtime and optimal performance.
- **Technical Tools Proficiency** – Solid understanding of ICT tools, including computer packages and

- Streamlined clerical processes, improving office workflow and reducing task completion times by 15%.
- Assisted in implementing new office procedures that enhanced overall productivity and operational harmony.
- Played a pivotal role in maintaining a professional and welcoming office atmosphere, contributing to a 25% improvement in team morale.

Systems Technician at Iconet Group Limited (May 2020 – Sep 2021)

- Successfully configured and installed over 50 WAN and LAN networks, improving clients' connectivity and operational efficiency.
- Optimized network performance by implementing advanced point-to-point Ubiquity devices, resulting in a 20% improvement in data transfer speeds.
- Developed and executed a robust data backup and recovery plan, ensuring 100% recovery of critical information after malware attacks.
- Reduced network downtime by 30% through proactive troubleshooting and maintenance of network devices from server cabinets to end-user points.
- Trained over 20 end-users on basic troubleshooting and system maintenance, enhancing overall operational independence and efficiency.

EDUCATION

- **Diploma in Information Communication Technology**
Kisiwa Technical Training Institute (2017 – 2021)
- **Certificate in Computer Packages**
Christian Industrial Training College (February – May 2016)
- **Kenya Certificate of Secondary Education (KCSE)**
Eendei Mixed Secondary School (2011 – 2015)

REFEREES

Madam Neddy Sassala

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networking devices, gained through hands-on experience and formal training..