



CONTACT ME

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📍 Nairobi, Kenya

EDUCATION

PLP ACADEMY

Feb, 2025- Present

KCA UNIVERSITY

2022-2024

Diploma | Diploma in
Business Information
Technology

Nyatindo Mixed secondary school

2016-2021

Highschool | C-

Geoffrey Mkuzi

IT Support Technician/
Programmer

Responsible Technician with excellent troubleshooting, customer service and analytics skills coupled with more than 1year of experience. Highly effective in complying with safety requirements evidenced by zero work loss days. Broad skills in maintenance and bench builds.

WORK EXPERIENCE

Worktowers.com

Nairobi , Kenya

2024-05-11| 2024-06-30

A. Sales:

Actively promoted and sold worktowers systems to businesses, focusing on the benefits of improved efficiency, data tracking, and sales management.

Identified and developed new business opportunities through market research and networking. Conducted product demonstrations and presentations to potential clients.

Negotiated pricing and terms of sale with customers.

Maintained a strong pipeline of leads and followed up with potential clients.

B. Customer Service:

Built and maintained strong relationships with clients.

Addressed customer inquiries and concerns in a timely and professional manner.

Provided ongoing training and support to clients on system usage and best practices.

C. Data Analysis:

Assisted in data analysis and reporting to identify sales trends, performance metrics, and areas for improvement.

Prepared and presented sales reports to management.

D. IT Support:

Provided technical support and troubleshooting for POS systems, including hardware and software issues. Installed, configured, and maintained POS systems and related equipment.

Assisted clients with data entry, reporting, and system optimization.

Troubleshot network connectivity issues and resolved system problems.

Revital Healthcare (epz) ltd

Kilifi , Kenya

2023-11-27 | 2023-12-20

Troubleshooting and resolving hardware and software issues efficiently.

- Installing and configuring new workstations, printers, and other peripherals.
- Providing user training and documentation on new systems and applications.
- Monitoring network performance and identifying potential

Skills

- Business analytical skills
- Troubleshooting skills
- Customer service skills
- Networking skills
- Programing skills

Language

Basic English

Native swahili

Programing

C



Python



Css



Html



Mysql



Referees

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Revital Healthcare Ltd

kilifi , Kenya

2023-09-11 | 2023-11-24

As an IT intern at Revital Healthcare ltd (epz), I was tasked to:

Maintain and install CCTV.

Back up data to the server and secure the server from attacks and malicious acts.

Manage the LAN of the company.

Offer assistance to all workers with problems related to ICT.

Advise on software to use in different departments.

Perform general maintenance on all PCs.