Martin Okumu Mdodo

P.O. Private Box, 80100 Mombasa, Kenya.

+254769127355| okumumartin226@gmail.com | IT Support Associate

Portfolio Website: https://okumumartin.github.io/Portfolio/

PROFILE

Results-driven IT professional with a B.Sc. in Information Technology and hands-on experience in technical support, system administration, customer service, and web development. Skilled in Python, HTML, CSS, JavaScript, SQL, Git, and network configuration, with proven ability to troubleshoot hardware/software issues, manage IT assets, and support users in high-demand environments.

Experience spans healthcare, retail, and cyber services, where I contributed to process efficiency, customer satisfaction, and digital transformation. Developed and deployed websites, including a personal portfolio and business sites, and created a machine learning-based heart disease prediction app.

Certified in responsive web design, JavaScript algorithms, and data visualization, with a strong interest in AI, machine learning, and emerging technologies. Adept at working independently or in teams, with strong problem-solving, communication, and time management skills.

EDUCATION

B.Sc. Information Technology

South Eastern Kenya University

09/2019-04/2023 | Kitui, Kenya

Second-class honors (Lower Division)

KCSE

Olbutyo Boys High School

02/2015-11/2018 | Bomet, Kenya

Mean grade of B-

EXPERIENCE

James Finlays

IT Support/ Technician

12/2025 – Current | Mombasa, Kenya

Key Responsibilities

- Diagnosing and resolve hardware and software issues in the company
- Providing technical support for desktops, laptops, printers, and mobile devices.
- Installing and configuring operating systems e.g. Windows
- Configuring network devices like routers, switches and firewalls
- Maintaining and troubleshooting LAN, WAN, and Wi-Fi connections.
- Repair or replace faulty computer components (RAM, HDD, SSD, etc.).
- Perform regular system maintenance to prevent hardware failures.
- Manage IT asset inventory, including computers and peripherals.
- Update software, drivers, and security patches.
- Upgrade hardware components to improve performance.
- Assist remote employees with IT problems via remote desktop tools.
- Provide on-site support for office network and equipment setup.

Aga Khan Hospital

Dispatch Clerk

06/2024 – 08/2024 | Mombasa, Kenya

Key Responsibilities

- I effectively managed the collection and distribution of financial documents, invoices, statements, and bills to various insurance companies.
- Maintaining records of all dispatched documents, ensuring that every document sent or received was tracked for auditing and compliance purposes.
- Recording of logs of document delivery statuses and ensured follow-ups where necessary.
- I acted as a liaison between the finance department and other departments, ensuring smooth communication regarding financial documents and records.

- Assisting in preparation and dispatch of payment- vouchers, checks, or electronic fund transfer requests.
- Helped in maintaining the filing and archiving system for finance-related documents.
- Ensured the dispatch logs were properly filed and could be easily retrieved for audits or reference.
- Ensured all financial documents compiled with hospital policies and confidentiality guidelines, especially with sensitive patient or payment information.
- I assisted the finance team with general administrative duties such as photocopying, scanning, and document preparation.
- Provided support in managing the department's information and financial records.
- Track the status of delivered documents and ensure they reach the right destination on time, troubleshooting issues with delayed or misplaced documents.

Neighborhood Cyber Cafe

Cyber Attendant

06/2023-12/2023 | Mombasa, Kenya

Key Responsibilities

- Assist customers who have queries with the handling of computer programs like Microsoft Suite packages.
- Provide services such as encoding, printing, downloading, and all other operations provided by the cafe.
- Troubleshooting of different kinds of computer hardware and software.
- Providing excellent customer care service.
- Maintaining cleanliness and order in the cyber cafe at all times.
- Keep accurate records of logs and inventories of the shop.

Affix Limited Company

Sales and Marketing

07/2022-08/2022 | Nairobi, Mombasa, Kenya

Key Responsibilities

- I recognized the needs of the consumer and provided detailed information to the customer about the technical specifications of the computer hardware and software offered by the company.
- Approval of new items and making recommendations for purchase of products.
- Checking inventory to ensure orders are in stock.
- Taking orders over the phone and in person.
- Negotiation of prices with customers for sale

With hard work and commitment. I achieved to surpass revenue targets, secure key clients, and consistently deliver exceptional customer service.

National Health Insurance Fund (NHIF)

Customer Care/ IT technician/ Claims Officer

05/2022-06/2022 | Mombasa, Kenya

Key Responsibilities

- Issuing members registration forms and amendment forms.
- Receiving members' data on the receiving computer system.
- Capturing registration forms in the system to issue with the N.H.I.F unique identification number.
- Recording and receiving hospital claims for payment.
- Biometric registration of persons under NHIF medical cover.
- Attending to customers in the customer care section
- Sorting rejected claims for dispatch to the respective hospitals for rectification
- Recording claims in the outpatient registers.

SKILLS

- Programming Languages: Python, HTML, CSS, JavaScript

- Operating Systems: Linux, Windows

- Networking: TCP/IP, DNS, DHCP, Network Troubleshooting

- Database Management: MySQL, SQL Server

- Version Control: Git, GitHub

- Soft Skills: Team collaboration, Problem-solving, Time management, Effective communication

PROJECTS

Project Title: Personal Portfolio Website

- Designed and developed a personal portfolio website to showcase web development projects using HTML, CSS, and JavaScript.

  Link: https://okumumartin.github.io/Portfolio/

Project Title: Heart Disease Prediction

- Developed a web app using Python that aims at supporting patients, healthcare providers, and researchers in the prevention, diagnosis, and management of heart disease.

Project Title: Faiv Gran Construction Limited

- Designed a website for a construction company that enables the company to market their name and the services they offer.
  Link: https://faivgran.free.nf/index.html

CERTIFICATIONS

Responsive Web Design Link: https://freecodecamp.org/certification/Sibuor001/responsive-web-design

JavaScript Algorithms and Data Structures (Beta): https://freecodecamp.org/certification/Sibuor001/javascript-algorithms-and-data-structures-v8

Front End Development Libraries: https://freecodecamp.org/certification/Sibuor001/front-end-development-libraries

Data Visualization: https://freecodecamp.org/certification/Sibuor001/data-visualization

Information Technology Fundamentals: https://www.credly.com/badges/cb13251a-0f9c-4f14-b843-933823508c22

INTERESTS

AI and machine learning – Exploring the latest trends and advancements in artificial intelligence, including hands-on experimentation with machine learning models.

Tech blogging and forums – Writing blogs and engaging in tech communities like Stack Overflow to share knowledge and learn from others.

Tech-related interests – Programming challenges, open-source projects, tech blogs, tech boot camps.

Sports or fitness –Team sports (football, basketball), martial arts, running, swimming, cycling

Volunteering – Community service, charity work, organizing events.

Other hobbies –Gaming, traveling, cycling, music, or cooking.

REFERENCES

WILLY SHIVELLE, *Claims Officer*

National Health Insurance Fund (NHIF), Mombasa

+254789233984

SIMON KIOKO, *Sales Person*

AFFIX LIMITED, Mombasa

+254723482956

KENNEDY WANJOHI, *Salesperson*

AFFIX LIMITED, Nairobi

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TOBIAS OKINYI, *Cyber Attendant*

Neighborhood Cyber Cafe

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JOY MUASA, *Dispatch Supervisor*

Aga Khan Hospital, Mombasa

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CLIFF MATONDA, *System Administrator*

James Finlays, Mombasa

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BONNY BORAYA, *Contractor*

Sambon Limited, Mombasa

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