

EDUCATION

Bsc Information Technology

South Eastern University

09/2019 – 04/2023 | Kitui, Kenya

I joined South Eastern Kenya University to pursue a BSc in Information technology. I graduated with a bachelor's degree in Information Technology with second-class honors (Lower Division).

KCSE

Olbutyo Boys High School

02/2015 – 11/2018 | Bomet, Kenya

I completed my secondary education at Olbutyo Boys High School where I achieved to score a mean grade of B-

KCPE

Mother Theresa Primary School

01/2010 – 11/2014 | Mombasa, Kenya

I completed my primary education at Mother Theresa Primary School and I managed to score a total of 349 marks in the Kenya Certificate of Primary Education(KCPE) examinations

LANGUAGES

- English
- Kiswahili

PROFESSIONAL EXPERIENCE

Affix Limited Company

Sales and Marketing

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

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

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

Martin Okumu

ICT Technician



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☎ 0769127355

📍 Mombasa, Kenya

📅 22/06/2001

🏳️ Kenyan

👤 Single

♂ Male

🔗 martinokumu.github.io/Portfolio/

🌐 https://github.com/MartinOkumu

📞 https://wa.me/0769127355

🐦 https://twitter.com/Sibuor_Martin

📘 https://facebook.com/Sibuor_Martin

🌐 www.linkedin.com/in/martin-okumu

PROJECTS

Heart Disease Prediction

09/2022 – 03/2023

National Health Insurance Fund

Customer Care/IT Consultant/ Claims Department
05/2022 – 06/2022 | Mombasa, Kenya

- Issuing members registration forms and amendment forms.
- Receiving the member's data on the receiving screen.
- Capturing registration forms in the system to issue with the N.H.I.F. number.
- Recording and receiving claims.
- Biometric registration.
- Attending to customers in the claims section.
- Sorting rejected claims according to their hospitals
- Arrange claims as they appear in the system.
- Recording claims in the outpatient registers.

Neighborhood Cybercafe

Cybercafe Attendant

06/2023 – present | Magongo, Kenya

- Assist customers when they have trouble or questions using computer software such as Microsoft Office, Adobe software, and all software used in the cyber cafe
- Provide services such as encoding, printing, downloading, and all other operations provided by the cafe.
- I am troubleshooting different kinds of computer programs, hardware, and software.
- Providing excellent customer care.
- Maintaining the cleanliness and orderliness of the place.

By providing high-quality and efficient support, I was able to keep existing clients and develop 20 new accounts. Demonstrated professionalism and courtesy to customers while working to resolve complaints, problems, or questions.

Keep accurate records of logs and inventories of the shop.

Time customers of the number of minutes or hours they will use the computer or internet.

REFERENCES

WILLY SHIVELLE, *Claims Officer,*
NATIONAL HEALTH INSURANCE
FUND, MOMBASA BRANCH
0789233984

SIMON KIOKO, *Sales person,*
AFFIX LIMITED, MOMBASA
0723482956

KENNEDY WANJOHI, *Manager,*
AFFIX LIMITED, NAIROBI
0728390604

TOBIAS OKINYI,
Cyber Attendant and Owner,
Neighborhood Cyber Cafe
0718317921

SKILLS

Web Design (HTML, CSS and Javascript)

Microsoft Office Suite (Word, Excel, Database, Publisher, Powerpoint)

Machine Learning

Network Administrator (Troubleshooting)

INTERESTS

Attending Technology Conferences • Hiking

Trying new recipes • Horse riding and swimming

Reading masculinity books • Cycling

DECLARATION

I solemnly declare that the information provided in this resume is true, accurate, and complete to the best of my knowledge and belief. I understand that any misrepresentation or omission of facts may result in disqualification from the selection process or termination of employment. I hereby authorize the prospective employer to verify the information provided in this resume, including but not limited to my educational qualifications, employment history, professional references, and any other relevant details. I affirm that the documents attached, such as certificates, transcripts, and testimonials, are genuine and have not been altered in any way. I acknowledge that any false documentation or deceptive practices will lead to immediate rejection of my application or termination if employed. I assure the employer that I possess the necessary skills, qualifications, and experience to perform the duties and responsibilities associated with the position I am applying for. I am willing to undergo any required assessments, tests, or interviews to validate my suitability for the role. Furthermore, I understand and accept that the employer reserves the right to make the final decision regarding my employment, based on their assessment of my qualifications, interview performance, and other relevant factors. I hereby declare that I have read and understood the terms and conditions mentioned in this declaration, and I willingly consent to abide by them throughout the recruitment process.

Martin Okumu Mdodo
Mombasa/Kenya, 16/5/2023