# OLIVIA AKINYI ADONGO | Information, Communications and Technology Professional

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# CAREER SUMMARY

I am an enthusiastic entry level IT professional with academic BA. Information Technology qualification in technology information management, website development, software installation, content creation, networking, and software testing. I have work training in providing technical support to teams spread across Nairobi Kenya.

## CORE COMPETENCIES

Technical Support | Organization and Planning skills using various Software | Communication (English, Swahili) | Data Management | Installation, Testing and Maintenance of Software | Networking

## WORK EXPERIENCE

## IT TECHNICIAN – STATE DEPARTMENT FOR YOUTH (26th August 2019 – 29th November 2019)

Responsibilities

* **Database and records management**: Maintaining the office’s filing system, data entry, recovery and backup
* **Technical Support**: Responding to inquiries on software usage. Providing detailed information about the organization’s network infrastructure. Troubleshooting equipment failure such as fixing printer drivers and computers.
* **Executive and administrative support**: Preparing and presenting reports and spreadsheets to the administrator. Preparing meeting and training rooms by setting up for presentations.
* **Configuration**: Setting up LAN connections for various departments, installing and configuration of hardware operating systems. Installation of Anti-virus software.
* **Inventory management**: Using Management Information Systems for inventory management for ICT resources

## EDUCATION

**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY** – Jomo Kenyatta University of Agriculture and Technology | 2021

**KCSE** – Lugulu Girls’ High School | 2015

**KCPE** – St. Anne’s Girls’ School Isebania | 2011

Professional Courses

**Full Stack Developer-** eMobilis | 2016

# REFEREES

1. Jeffery Ferezy

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1. Fatuma Musungu

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