

SEBASTIAN RAYMOND

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SUMMARY

A committed and detail-oriented Information and Communication Technology (ICT) Diploma graduate with hands on experience in IT Support, Office administration and customer service. Possesses strong computer skills, good communication abilities, Hardworking employee and a professional attitude suitable for front desk and sales environment. Eager to contribute positively to organization growth while delivering high quality customer service.

SKILLS

- Software installation and Update.
- System & database management.
- Project Management.
- Web development.
- Microsoft office.
- Target achievement & performance tracking.
- Organizational skills.
- Network troubleshooting.
- Project management.
- Social media management.
- Data analysis.
- Problem solving and Conflict handling.
- Cybersecurity Awareness
- Team work and Collaboration
- Report and documentation
- Excel expert.

EXPERIENCE

IT ASSISNTANT 07/2024 to 9/2024

TANESCO TABORA REGION (FPT), Tabora

- Configured, installed, and troubleshoot network system to ensure seamless connectivity.
- Manage customer data within company system, maintained accuracy and integrity.
- Installed and maintained CCTV camera system, including setup and troubleshooting.

- Performed hardware and software maintenance, repairs and upgrades.
- Provide technical support to staff, resolving IT issues promptly.
- Ensure data security and thorough implementation of protocols and regular backups.

IT SPECIALIST WITH DIGITAL MARKETING 07/2022 to 10/2025

Cata Media Company, Dodoma, Tanzania

- Analyzed data from various sources to optimize user experience and system performance.
- Managed social media accounts to enhance brand visibility and engagement.
- Developed and implemented multi-channel digital strategies. Using platforms such as Google AdWords and Bing Ads.
- Created digital content for webpages, emails, newsletters and other digital mediums.
- Researched emerging technologies to enhance organization's digital capabilities.

EDUCATION AND TRAINING

Diploma in Information and Communication Technology, **12/2025**

College of business Education - Dodoma

Certificate in Information and Communication Technology, **06/2023**

College of business Education - Dodoma

Secondary Education, **11/2021**

Kizota Secondary School - Dodoma

LANGUAGES

Swahili: First Language

English:



AGE

- 10/06/2002

REFERENCES

References available upon request.