CURRICULUM VITAE

Personal data

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Religion	: Christian

Career Objective

Dynamic and results-oriented Information Technology professional with a passion for leveraging technology to drive innovation and enhance business operations. Seeking to contribute my expertise in software development, network administration, and cybersecurity to a forward-thinking organization. Committed to continuous learning and professional development, I aim to collaborate with a team of talented individuals to solve complex challenges and achieve strategic objectives in the ever-evolving field of technology.

Experience

2023 September to Date

Cyber Shop - Hudumax Technologies Rongo.

Duties and Responsibilities

- Coordinate and manage day-to-day operations of a busy cyber-shop, ensuring smooth workflow and efficient service delivery.

- Providing training, and support to maximize productivity and performance.
- Oversee inventory management, procurement, and financial transactions, maintaining accurate records.
- Establish and maintain positive relationships with customers, addressing inquiries, resolving issues, and ensuring a high level of customer satisfaction.
- Implement marketing strategies to attract new customers and increase sales, resulting in improved revenue and profitability for the business.

2023 [February-April] Industrial Attachment

E-commerce and Digital Marketer, Oracom Group Solution

Duties and Responsibilities

- Developed and executed digital marketing strategies to promote products and services, increase online sales, and drive brand awareness.
- Managed multiple e-commerce platforms, including website optimization, product listings, and inventory management.
- Utilized data analytics and market research to identify target audiences, monitor trends, and optimize marketing campaigns for maximum ROI.
- Implemented SEO techniques, email marketing, and social media campaigns to attract and engage customers across various channels.
- Conducted regular performance analysis and reporting to track key metrics, assess campaign effectiveness, and identify areas for improvement.
- Collaborated with cross-functional teams, including sales, design, and IT, to ensure alignment of marketing initiatives with business objectives.
- Provided customer support and resolved inquiries or issues related to online orders, payments, and shipping logistics.
- Engaged with the community through outreach events, partnerships, and social responsibility initiatives to foster positive relationships and brand loyalty.

2021 [January-April] Industrial Attachment

 IT Specialist, Rongo University IT Department

Duties and Responsibilities

- Managed and maintained the university's IT infrastructure, including networks, servers, and computer systems, to ensure optimal performance, reliability, and security.
- Provided technical support to faculty, staff, and students, addressing IT-related issues, troubleshooting hardware and software problems, and resolving technical challenges in a timely manner.
- Installed, configured, and updated software applications, operating systems, and security patches to safeguard against cyber threats and vulnerabilities.
- Managed user accounts, permissions, and access controls, ensuring compliance with security policies and regulatory requirements.
- Conducted regular system backups, disaster recovery planning, and cybersecurity assessments to mitigate risks and protect critical data assets.
- Collaborated with cross-functional teams to implement IT projects, upgrades, and migrations, including the deployment of new technologies and systems to enhance efficiency and productivity.
- Developed and delivered IT training programs and workshops to educate users on best practices, cybersecurity awareness, and technology usage.
- Conducted research and evaluation of emerging technologies, tools, and solutions to recommend innovative approaches for improving IT infrastructure and services.

Education

2024 - 2025: Rongo University: Masters in Information Technology

 Migori County

2019-2023: KCA University, Bachelor of Business in Information Technology (BBIT)

 Nairobi County.

2015-2018: Nyarach Mixed Secondary School, Kenya Certificate of Secondary Education

 Migori County.

2007-2014: Ruga Mixed Primary School, Kenya Certificate of Primary Education

 Homa-Bay County.

Skills

Business Acumen: Possess a strong understanding of business principles and practices, including strategic planning, financial management, and organizational development.

Information Technology Proficiency: Skilled in leveraging information technology tools and systems to enhance operational efficiency, streamline processes, and drive business growth.

Digital Marketing: Experienced in developing and implementing digital marketing strategies to promote products and services, increase brand awareness, and drive customer engagement.

Data Analysis: Skilled in collecting, analyzing, and interpreting data to derive actionable insights and inform decision-making processes.

Project Management: Proficient in project management methodologies and techniques, with experience in planning, executing, and monitoring projects from initiation to completion. Capable of coordinating cross-functional teams, managing resources, and delivering projects within scope, budget, and timeline constraints.

Communication Skills: Strong verbal and written communication skills, with the ability to convey complex ideas and information effectively to diverse audiences. Experienced in preparing reports, presentations, and documentation to communicate findings, recommendations, and project updates to stakeholders.

Problem-Solving Abilities: Analytical and solution-oriented mindset, with a demonstrated ability to identify issues, evaluate alternatives, and implement practical solutions to address challenges and achieve objectives. Skilled in troubleshooting technical issues, resolving conflicts, and mitigating risks in a proactive manner.

Leadership and Teamwork: Effective leadership skills, with experience in leading and motivating teams to achieve common goals and objectives. Able to foster a collaborative work environment, empower team members, and leverage individual strengths to drive collective success.

Adaptability and Continuous Learning: Flexible and adaptable to changing environments and requirements, with a commitment to lifelong learning and professional development. Open to acquiring new skills, exploring emerging technologies, and staying abreast of industry trends to remain competitive and relevant in the ever-evolving business landscape.

Hobbies

- Community service: Actively volunteer at a local community work and services.
- Travelling and cultural Exploration
- Reading and Researching.
- Table Tennis.