

Annastacia Wanjiku

Information Technology Professional



Mombasa County Kenya



0715217031



annstacie18@gmail.com

Versatile IT Technician ready to fix faulty hardware, install new assets and support continuous business operations. Adapts to rapidly changing work situations and employee realities. Consistently beneficial to all technical operations and technological procedures. Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience. Confident with expertise in help desk environments, assisting both employees and customers with technical issues. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Seeking to maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Skills

- Wireless Networking
- Software deployment management
- Application installations
- Debugging
- Peripheral maintenance
- Data retention
- Software diagnosis
- Technical issues analysis
- Customer service expert
- Technical documents comprehension
- Data analysis
- Reporting support
- Documentation and reporting
- Exemplary work ethic
- Outstanding communication skills
- Microsoft Office Suite proficiency
- Customer Relations

Creative problem solving



Education

2015-01 - 2019-12

Bachelor of Technology : Information Communication And Technology

Technical University of Mombasa - Mombasa, Kenya

2010-01 - 2014-12

Kenya Certificate of Secondary Education: Secondary Education

Moi Girls Nangili - Eldoret, Kenya

2002-01 - 2010-12

Kenya Certificate of Primary Education: Primary Education

Aligula Primary School - Kakamega, County



Work History

2024-12 - to date

Office Administrator

Waterforce Kenya Ltd, Mombasa

- Process customer and account source documents by reviewing data for deficiencies.
- Completed data entry tasks with accuracy and efficiency.
- Maintain a systematic filing system (manual and computerized)
- Professionally answer phone calls and responds promptly to employees and customer inquiries.
- Welcome customers and guests in a professional and friendly manner.
- Effectively communicates and implements company policies.
- Ordering office supplies such as stationery
- Invoicing
- Process payroll, statutory deductions and VAT Returns.

2020-03 - 2024-10

IT Technician

Neematt Supermarket Limited, Eldoret

- Maintained office PCs, networks and mobile devices.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Oversaw IT department operations and training.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Collaborated with other departments to help meet IT needs and properly integrate and secure systems.
- Process customer and account source documents by reviewing data for deficiencies.
- Completed data entry tasks with accuracy and efficiency.
- Managed network and system performance, conducting troubleshooting, security patching, and maintenance.

2019-05 - 2019-08

IT Technical Support Intern

Coast General Hospital, Mombasa

- Maintained inventory records and documentation for equipment in database.
- Investigated data issues and offered suggestions for resolution to supervisor.
- Resolved Internet and wireless and wired network access problems.
- Helped IT team document core systems configurations, relevant passwords, and system access requirements.
- Monitored and logged daily server tasks and reports.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Configured hardware, devices, and software to set up work stations.

2017-06 - 2017-08

Attaché

Dew CIS Solutions LTD, Mombasa

- Restored data on computers and office machines.
- Updated and replaced outdated drivers and software for computers and office machines.
- Evaluated systems according to predetermined checklist and noted issues.
- Assisted customers with technical support inquiries.
- Facilitated maintenance team training procedures to align with company standards.
- Replaced defective components and parts on malfunctioning computers and office machines.
- Adhered to safety protocols and policies to reduce workplace hazards.
- Inspected and tested faulty circuit boards and microprocessors.



Languages

- English
- Swahili



Referees

1. **Mr. Samuel Ngugi,**
C.E.O- Neematt supermarket Eldoret,
Email: samgugz@gmail.com
Tel: 0720360146
2. **Mr. John Odhiambo**
Human Resource Manager
Dew CIS Solution ltd
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3. **Mr. Romit Kushwaha**
Project Manager
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