

SILVANUS MACHOKA

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Nairobi, Kenya

INFORMATION TECHNOLOGY

I am a highly skilled and motivated ICT professional with expertise in network administration and web development, seeking a challenging position to contribute to the success of an organization. Dedicated to leveraging technical knowledge and problem-solving abilities to drive innovation and optimize ICT infrastructure.

STRENGTHS AND EXPERTISE

- Programming languages: Python.
 - Operating Systems: Windows, Linux.
 - Networking: TCP/IP, LAN/WAN, Cisco routers and switches.
 - Web Development: HTML, CSS, JavaScript, Tailwind.
 - Troubleshooting skills.
 - Tech-adaptability
 - Communication
 - Teamwork
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PROFESSIONAL EXPERIENCE

Zendawa Limited
Social Media Executive

April 2024 - June 2024

- Developed and implemented social media strategies across multiple platforms, increasing engagement by 40%.
- Created compelling content and managed daily posting schedules, resulting in a 50% growth in followers within a short period.
- Monitored social media channels for trends and conversations, providing timely responses and maintaining a positive brand image.
- Analyzed performance metrics and provided actionable insights for continuous improvement, leading to a 30% increase in conversion rates.
- Collaborated with cross-functional teams to execute integrated marketing campaigns, driving brand awareness and customer acquisition.

Kenya National Highway Authority (KENHA)
Internship

June 2023- September 2023

- Technical Support Efficiency: Provided user support and resolved technical problems via phone, email, or in person, improving response time by 15%.
- System Maintenance: Conducted routine maintenance tasks, including system updates and backups, ensuring 100% data integrity.
- Network Configuration: Assisted in the configuration and installation of network devices, reducing setup time by 10%.
- Research and Development: Conducted research on emerging technologies and presented findings, leading to the adoption of new software that increased team productivity.

- Improved System Uptime: Assisted in troubleshooting hardware and software issues, reducing downtime by 20%.
- - Enhanced User Support: Provided technical support to end-users, achieving a 95% resolution rate on first contact.
- - System Upgrades: Collaborated with the IT team to upgrade and maintain computer systems and network infrastructure, improving performance by 30%.
- - Fiber Optic Network Installation: Assisted senior technicians in fiber optic network installations and maintenance tasks, contributing to a 15% increase in network reliability.

EDUCATION

Rift Valley Institute of Science and Technology

Diploma in Information Communication Technology

Sameta High School

Kenya Certificate of Secondary Education

Serein Education Center

Computer Packages

References are available on request.