

Stellah Wawira

Technical Support Specialist

Nairobi County, Kenya

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TECHNICAL SKILLS

- IT Support & Troubleshooting
- Incident Management & ITIL Processes
- System Monitoring & Diagnostics
- Network Utilization & Security
- Software Installation & Updates
- User Training & Support
- Technical Documentation & Reporting
- Quality Assurance & Product Testing
- **Software/Tools:** Windows OS, Linux, Mac OS, ITSM tools,
- **Networking/IP, DNS, VPN**
- **Security:** password management, malware detection

Professional Experience

Information Technology Support Specialist

MGAS — Nairobi, Kenya

July 2022 – Present

- Respond to and manage service incidents/requests through the IT Service Management (ITSM) tool.
- Investigate, diagnose, and resolve incidents to restore IT services swiftly, ensuring minimal downtime.
- Monitor network utilization and perform regular system health checks.
- Ensure Service Level Agreements (SLAs) are met by tracking performance and managing escalation requests.
- Provide expert guidance to team members and handle complex technical problems.
- Install and manage software updates and upgrades, ensuring seamless integration with existing systems.
- Assist with IT security measures, including password resets and malware detection.
- Train users on new software, hardware, and IT protocols.

System Support

MGAS — Nairobi, Kenya

January 2021 – July 2022

- Monitored system health and performed routine tune-ups to ensure optimal performance.
- Resolved access issues and managed technical troubleshooting processes.
- Developed and implemented ITIL-based processes aimed at improving workflows and reducing user complaints.
- Conducted in-depth analysis of critical user issues, ensuring effective solutions.
- Generated regular, detailed reports on system performance and technical support activities.
- Participated in User Acceptance Testing (UAT) and Quality Assurance (QA)

Product Technician

MGAS — Nairobi, Kenya

October 2020 – December 2020

- Coordinated product scheduling and ensured the timely delivery of production targets.
- Operated and maintained production equipment, ensuring efficient functionality.
- Performed quality control checks to meet product standards.
- Troubleshoot and repaired equipment issues, minimizing production delays.
- Set up and maintained production lines for optimal operational efficiency.

ICT Support

County Government of Kiambu — Kiambu, Kenya

September 2019 – November 2019

- Assisted with help desk calls and ticket management, ensuring prompt resolution of user issues.
- Provided basic end-user support for both Mac and PC systems.
- Followed up with users to ensure timely and satisfactory issue resolution.

Certifications

- Fortinet Network Security Expert Level 1: Certified
- Associate Cyber Threats and Attack Vectors
- Introduction to Cybersecurity Fundamentals.
- AWS Security Fundamentals training
- ITIL V4

Education

- Diploma in Information Communication and Technology
- Certificate in Business Administration

Referees

- Will be shared upon request