# **SYLVIA MUTHONI MBURU**

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## **PERSONAL PROFILE**

A versatile and driven professional with a solid foundation in Information Communication Technology (ICT) and International Relations. Highly skilled in technical support, customer service, and administrative tasks, with a proven ability to work independently and collaboratively to achieve objectives. Adept at problem-solving, attention to detail, and maintaining a high standard of work under pressure. Seeking opportunities that leverage my diverse skills in ICT, international relations, and customer service to contribute to organizational success.

## **EDUCATION**

**YEAR COURSE INSTITUTION**

**2025 to date** Bsc in Applied Computing (Information security and forensics) **KCA University**

**2021** Diploma in Information Communication and Technology **Thika Technical Training Institute**

**2019**  Certificate in International Relations and Diplomacy **East Africa Institute Certified Studies**

* Computer Applications Certificate

**2013 -2017** Kenya Certificate of Secondary Education **Kaharo Girls’ High School**

**2005-2012**  Kenya Certificate of Primary Education **St. Georges’ Academy**

## **WORK EXPERIENCE**

**Virtual Assistant  
*Freelance |August 2024***

* Manage client communication, schedule meetings, and handle email correspondence
* Conduct research, create reports, and assist in administrative tasks
* Maintain client databases and records using [specific tools like Microsoft Office, Google Suite, etc.]
* Book travel arrangements, organize calendars, and perform data entry

**Nairobi City County (City Hall)  
*Technical Support Intern* | September 2022 - November 2022**

* Provided network troubleshooting, including IP configuration and hardware maintenance.
* Delivered technical support to users, resolving software and hardware issues efficiently.
* Enhanced IT infrastructure reliability by maintaining and repairing PCs and peripheral devices.

**Beauty Parlor**  
***Receptionist*| June 2021 – September 2021**

* Assisted in managing client appointments, ensuring timely and professional service delivery.
* Offered personalized product recommendations based on clients' hair care needs.
* Maintained a clean and hygienic workspace, adhering to industry standards for sanitation.
* Supported daily operations, including inventory management and customer service.

**Cyber Service**  
***Customer Service Representative* | May 2019 – January2020**

* Managed online services including KRA registration, DL renewal, HELB registration, and email handling.
* Assisted customers with printing, scanning, photocopying, and document processing.
* Handled sales of stationery and provided binding and lamination services, ensuring customer satisfaction.

**The Kenya National Youth Service (NYS)**  
***Trainee***

* Completed comprehensive paramilitary training, including foot drill, first aid, fire-fighting, disaster management, and physical fitness.
* Developed leadership skills, acquiring the position of a team leader, responsible for coordinating group activities and maintaining discipline.

## **TECHNICAL SKILLS**

* Networking: Proficient in network troubleshooting, IP configuration, and hardware maintenance.
* Programming Languages: Basic knowledge of Python, C++, C, Visual Basic, Html, CSS
* Cybersecurity: Familiar with cybersecurity protocols and practices.
* Software: Experienced with Microsoft Office Suite and digital tools
* Operating system installation an error clearing
* Basic ICT support

## **SKILLS AND QUALIFICATIONS**

* Strong interpersonal skills, time management skills and communication skills fostering positive relationships with colleagues and clients.
* Detail-oriented with excellent analytical skills, ensuring accuracy and quality in all tasks.
* Proven leadership abilities, demonstrated by acquiring a team leader position at NYS.
* Certified in Mastercard Cybersecurity Job Simulation, highlighting my commitment to continuous learning in cybersecurity.
* Proficient in virtual assistant tools (e.g., Trello, Asana, Google Workspace, Microsoft Office)
* Expertise in calendar management, travel arrangements, and task prioritization
* Experience in data entry, research, and customer service

## **STRENGTHS**

* **Adaptability:** Capable of thriving in dynamic environments, quickly learning new systems and processes.
* **Multicultural Awareness:** Understanding of international relations, enhancing my ability to work with diverse teams.
* **Problem-Solving:** Adept at identifying issues and implementing effective solutions, particularly in technical settings.

## **CERTIFICATIONS**

* Mastercard Cybersecurity Job Simulation
* NYS Discharge Certificate
* Virtual Assistant ALX