

Victoria Okello

IT Intern

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PROFILE

Versatile and motivated IT and software enthusiast with hands-on experience in technical support, system administration, and building database-driven web applications. Skilled in troubleshooting hardware and software issues, supporting enterprise platforms, and developing responsive web solutions using modern web technologies. Comfortable working with databases, user authentication, and version control, and experienced in documenting and maintaining technical systems. Quick to learn new tools and frameworks, collaborative in team environments, and driven to build reliable, user-focused digital solutions across different technology stacks.

PROFESSIONAL EXPERIENCE

IT Assistant

Micro Enterprises Support Programme Trust (MESPT)

09/2025 – 10/2025

Nairobi, Kenya

- Provided hands-on technical support for internal systems, software, and user access issues under operational timelines.
- Assisted with system setup, issue resolution, and basic testing tasks under guidance of senior IT staff.

Software Contribution Conference Registration & Receipt Generator

- Designed and developed an internal web-based application to automate conference registration and receipt generation.
- Implemented structured data capture and validation to reduce manual errors and improve record accuracy.
- Generated formatted digital receipts to replace spreadsheet-based workflows.
- Worked with staff to gather requirements, test features, and refine functionality.
- Documented application usage to support continued internal use.

ICT Attaché

05/2025 – 08/2025

Nairobi, Kenya

Micro Enterprises Support Programme Trust(MESPT)

- Supported integration and operational use of enterprise platforms including Microsoft Dynamics Navision and Salesforce, assisting with data mapping, testing, and synchronization issue resolution.
- Participated in system testing and validation activities to ensure data accuracy and reliability across interconnected systems.
- Assisted in troubleshooting production system issues by analyzing data flows, logs, and user-reported problems.
- Supported Microsoft 365 administration, including user account setup, permission management, and secure access configuration.
- Contributed to system documentation, IT procedures, and asset tracking to improve maintainability and operational efficiency.
- Gained hands-on exposure to enterprise IT environments requiring accuracy, reliability, and close collaboration within technical teams.

EDUCATION

Bachelor of Science in Information Technology

09/2022 – Present

KCA University

Nairobi, Kenya

Kenya Certificate of Secondary Education (KCSE)

01/2018 – 04/2022

St. Francis Rangala Girls High School

Siaya, Kenya

TECHNICAL SKILLS

IT Support & Help Desk

- User support and issue diagnosis
- Ticket handling and basic remote troubleshooting
- Hardware and printer support

Enterprise Systems & Platforms.

- Microsoft 365 (Outlook, Teams, OneDrive) – setup, administration, user support
- Salesforce CRM
- Microsoft Dynamics Navision (ERP)

Databases and Data Management

- MySQL
- SQL queries, data validation, structured data storage
- Basic understanding of REST-style client-server interaction

Cybersecurity Awareness

- Data backup procedures
- Endpoint security best practices
- Secure access management

System Administration

- User account setup and permission management
- Windows OS troubleshooting
- System installation and updates

Networking

- Basic LAN/WAN troubleshooting
- Networked printer and device support

Programming & Web Development

- Basic JavaScript for interactive features
- HTML5, CSS3
- Basic frontend state handling and UI interactions

Documentation & Collaboration

- Microsoft Word, Excel, PowerPoint
- ICT documentation and IT procedures
- Microsoft Teams, Outlook, Git

PROJECTS

Pulse Link Healthcare Facility Locator Platform

Web Application Project

- Designed and developed a location-aware healthcare facility locator platform using a structured, database-driven architecture.
- Integrated GPS-based location services to detect user position and enhance relevance of facility search results.
- Implemented interactive maps using Leaflet to visualize healthcare facilities and user locations in real time.
- Managed geographic coordinate data and application state to support filtering, proximity-based discovery, and map interactions.
- Designed and queried relational databases using MySQL to manage users, facilities, session data, and activity history.
- Implemented secure user authentication and session management to support personalized access.
- Built modular frontend components using JavaScript, HTML, and CSS, supporting responsive layouts and theme toggling.
- Applied debugging and incremental feature enhancement while maintaining and extending an evolving codebase.
- Documented system functionality and future enhancements with emphasis on scalability and maintainability.
- Technologies: HTML5, CSS3, JavaScript, Leaflet.js, GPS APIs, MySQL, Git

CERTIFICATES

- Freshdesk Product Expert Certification
- 3CX VOIP Certification

REFERENCES

Emmanuel Juma, *ICT Officer*, Micro Enterprises Support Programme Trust
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Doreen Kinoti, *Programme Manager*, Micro enterprises Support Programme Trust
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Rehema Akinyi, *Technical Support Engineer*, Computech LTD
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