

ELI O. WANGILA
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**** OBJECTIVE ****

Dedicated and skilled ICT professional with a diploma in ICT-related field and Three years of hands-on experience in Network administration, Technical support, Software development. Adept at Troubleshooting, System maintenance, Programming, Cloud Computing, Data Entries and Database Management, seeking to contribute expertise and drive technological advancements in a dynamic team.

**** EDUCATION ****

Diploma Information Communication Technology
Kitale National Polytechnic,
2020

Generation Kenya

Sales and Marketing

2020

Software Development,

Moringa School

Certificate in Web Development

November 2021.

Software Development,

eMobile's Academy of Technology

Certificate in Web Development.

Software Development

2022

**** PROFESSIONAL EXPERIENCE ****

**** SYSTEM ADMINISTRATOR/CUSTOMER SERVICE, KK EMPIRE HARDWARE LTD,
NAIROBI, KENYA – 1st April 2023 to 30 September ****

*** Primary responsibilities and achievements ***

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations
- Scan documents and print files, when needed
- Keep information confidential
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies
- Ensure proper use of office equipment and address any malfunctions
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- Installing, configuring, and maintaining server hardware and software.
- Monitoring server performance, resource usage, and troubleshooting issues.
- Managing user accounts, permissions, and access controls on servers.
- Designing, implementing, and maintaining network infrastructure.
- Configuring and managing routers, switches, firewalls, and other networking devices.
- Monitoring network traffic, diagnosing connectivity issues, and optimizing network performance.
- Implementing and maintaining security measures to protect systems and data from unauthorized access, breaches, and cyber threats.
- Installing and updating security patches, antivirus software, and intrusion detection systems.
- Creating and enforcing security policies and procedures.
- Setting up and managing data backup solutions to ensure data integrity and availability.
- Developing and testing disaster recovery plans to minimize downtime in case of system failures.
- Providing technical support to users, assisting with hardware and software issues.
- Troubleshooting user-reported problems and resolving them in a timely manner.
- Installing, updating, and maintaining software applications and operating systems.
- Ensuring software licenses are valid and compliant with legal requirements.

- Continuously monitoring system performance and identifying bottlenecks or areas for improvement.
- Tuning system configurations to optimize resource utilization and response times.
- Maintaining accurate and up-to-date documentation for IT infrastructure, configurations, procedures, and policies.

**** SYSTEM ADMINISTRATOR, WA ZUMI AFRICA,
NAIROBI, KENYA – 2022 to March 2023 ****

*** Primary responsibilities and achievements ***

- Provided technical support to end-users, effectively resolving [specific types of issues, hardware/software problems, network connectivity.
- Administered and maintained systems, servers, databases, or networks, ensuring optimal performance and security.
- Collaborated with cross-functional teams to collaborative projects or initiatives, implement system upgrades, develop custom software solutions.
- Assisted in the design and implementation of projects, network infrastructure upgrades, software deployment.
- Documented processes and procedures, creating manuals/documentation to streamline troubleshooting and knowledge sharing.

****Skills: ****

- Technical Proficiency: programming languages Python, Software, Hardware, Operating systems Linux and Windows 10/11.
- Network Administration: networking skills like configuring routers, switches, firewalls, etc.
- Troubleshooting: diagnosing issues by gathering information, asking probing questions, and systematically eliminating possible causes.
- System Maintenance: Skilled in using a variety of diagnostic tools and software to aid in identifying hardware or software issues, facilitating accurate and efficient troubleshooting.
- Collaboration: Communication, Active Listening, Empathy, Conflict Resolution, Flexibility, Problem Solving, Time Management, Trust Building, Networking, Negotiation and Delegation.
- Documentation: Note my ability is to create clear and concise technical documentation

****ICT SUPPORT,
BRANDED COMMUNICATION AGENCY,**

– **INTERNSHIP 2019 ****

*** Primary responsibilities and achievements ***

- Network and Infrastructure Management: assisted in maintaining and optimizing the agency's computer network and infrastructure, guaranteeing reliable connectivity and data flow.
- Software Integration: Collaborate on integrating and managing various communication and marketing software tools, including CRM systems, email marketing platforms, analytics tools, and content management systems.
- Website Management: Contribute to website development and maintenance, updating content and optimizing user experience.
- Digital Marketing Support: Participate in digital marketing campaigns, covering email marketing, social media management, and online advertising.
- Data Analysis: Gather and analyze data to provide insights for informed decision-making and enhanced communication strategies.
- Cybersecurity Awareness: Promote and practice cybersecurity best practices to protect sensitive data.
- Client Support: Offer technical assistance to clients and internal teams regarding communication tools and platforms.
- Research and Trends: Stay updated on the latest ICT trends and recommend innovative solutions for improved communication.
- Documentation: Create technical documentation and reports related to ICT projects.
- Collaboration: Collaborated effectively with communication professionals to align technology with communication objectives.

**** REFERENCES ****

Amon Wanyonyi
Branded Communication Agency
Managing Director
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Rose Oketch
Technical Mentor
Moringa School.
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