

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

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- ****Location:**** Nairobi, Kenya

****PROFILE SUMMARY****

Experienced ICT professional with a strong foundation in programming, web development, database management, and network administration. Possessing a knack for creative problem-solving and staying abreast of emerging technologies, I excel in troubleshooting and delivering effective IT solutions. My background in cybersecurity ensures robust data protection, while my dedication to innovation contributes to driving digital transformation. Eager to leverage my technical skills and adaptability for a role in social media management, SEO, administration, marketing, and photography.

****TECHNICAL SKILLS****

- Programming languages (e.g., Python)
- Web development (HTML, CSS, JavaScript)
- Database management (SQL, PostgreSQL)
- Networking (TCP/IP, firewalls)
- Cloud computing (AWS)
- Cybersecurity
- Server administration
- Data analysis (Python, Excel)
- Troubleshooting & problem-solving

****CAREER OBJECTIVES****

Seeking a challenging role where I can utilize my technical expertise and blend it with my creative skills in photography to excel in social media management, SEO, administration, and marketing. I am committed to delivering results and contributing to organizational success.

****EDUCATION BACKGROUND****

- eMobilis Academy Technology – Web Development, Feb 2022
- Moringa School – Full Stack Developer, June-November 2021

- Diploma in ICT – Kitale National Polytechnic; 2019 - 2021
- Kenya Certificate of Secondary Education – St Peters Natwana High School; 2017
- Kenya Certificate of Primary Education – Nabiswa F.Y.M Primary School; 2004 - 2011

****CERTIFICATES ACQUIRED/ AWARDED****

- Certificate of Excellence from Moringa School
- Certificate of Excellence from eMobilis Academy of Technology
- Self-Paced Cyber Security Introduction and Essentials

****WORK HISTORY****

****SOCIAL MEDIA MANAGER & DIGITAL MARKETING SPECIALIST****

- *Kombo Muniyiri Road, Gikomba; February, 2023 - October 2023*
- *KK EMPIRE TRADES LIMITED*
- ****Duties and Responsibilities: ****
 - Developed and executed social media strategies.
 - Created engaging content and managed social media platforms.
 - Conducted SEO optimization and analyzed digital marketing performance.
 - Collaborated with a team to drive online brand visibility.

****CUSTOMER SERVICE REPRESENTATIVE****

- *Gikomba / Kawangware Branch; November 2021 - November 2022*
- *ZUMI AFRICA LIMITED*
- ****Duties and Responsibilities: ****
 - Provided front office customer service, addressing inquiries and offering support.
 - Assisted with basic troubleshooting of user-reported ICT issues.
 - Managed customer accounts and billing inquiries.
 - Performed data entry and bookkeeping tasks.
- ****Key Achievements: ****
 - Successfully managed customer relationships, improving satisfaction.

****ICT SUPPORT INTERN****

- *Gateway Business Park Block E, Next to Parkside Towers, Mombasa Road; October 2020 to September 2021*

- *SPOTON VENTURES LIMITED*

- ****Duties and Responsibilities: ****

- Participated in customer service activities.
- Assisted with user support, troubleshooting ICT issues, and maintaining customer relationships.
- Participated in front office duties, providing information and assistance to clients.
- Collaborated with the accounts department on financial record-keeping.

****ICT INTERN****

- *County Government of Bungoma; September - December 2019*

- *ICT and E-Government*

- ****Duties and Responsibilities: ****

- Provided user support and troubleshooting for ICT issues.
- Assisted with user training and maintained customer accounts.
- Collaborated with the accounts department on billing and financial tasks.
- Gained experience in photography during government events.

****HOBBIES****

- Staying updated with new technology.
- Reading magazines and newspapers.
- Playing volleyball.
- Photography and photo editing.

****REFEREES****

1. ****Amon Wanyonyi****

- *Sales Manager at Zumi Africa Limited*
- Contact: 0712039640

- Email: mc.max.aw@gmail.com

2. ****Rose Oketch****

- ***Technical Mentor at Moringa School***

- Contact: 0711895723

- Email: oketchrose@gmail.com

3. ****Lydia Kangendo Njagi****

- ***Assistant Managing Director at Spoton Ventures Limited***

- Contact: 0722553580

- Email: lydiakangendo@gmail.com