Abraham Otwori Kegesa

IT Assistant at Mcfinely Healthcare Limited

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Professional Summary

Dedicated IT Professional with over 5 years of experience in the IT industry. Skilled in designing, implementing and maintaining complex IT systems. Proficient in Windows/Mac/Linux OS, Microsoft Office Suite, Microsoft Azure, and network security. Highly organized with proven ability to prioritize tasks effectively while meeting tight deadlines. I am also a confident communicator, both written and verbal with the ability to quickly build relationships with clients. My positive attitude and resilience make me an asset to any team.

Skills

- Communication and Customer Service
- Technical Support and Troubleshooting
- Project Management
- Web Development
- Microsoft Office Suite
- Network Security
- Windows, Mac, Linux OS Administration

Professional Experience

IT Assistant   **Jan 2019 – Present**
Mcfinely Healthcare Limited   *Nairobi, Kenya*

- Participated in the deployment of the company's ERP software.
- Successfully deployed the company's IT Inventory Management System.
- Provided technical support and assistance to users experiencing issues with their devices or software.
- Developed and deployed the company's website.

Industrial Attachment   **Sep 2017 – Nov 2017**
Wright Press Limited   *Nairobi, Kenya*

- Maintained the company's IT infrastructure.
- Successfully planned, set up, and configured the company's Local Area Network (LAN).
- Upgraded the company's computer hardware and software systems.

Industrial Attachment   **Oct 2016 – Jan 2017**
Kenya Urban Roads Authority   *Nairobi, Kenya*

- Provided technical support and assistance to users experiencing issues with their devices or software.
- Maintained the company's IT infrastructure.
- Conducted database administration.
- Performed computer hardware installation and repair.

Education

Bachelor of Science in Information Technology   **Dec 2022**
Jomo Kenyatta University of Agriculture and Technology   *Nairobi, Kenya*

Professional Certifications and Courses

Certificate in Python Django Web Development   **Jul 2021**
Udemy   https://www.udemy.com

Certificate in Node.js Web Development   **April 2020**
Udemy   https://www.udemy.com

Certificate in Mobile Repair Course   **Oct 2015**
Bell Institute of Technology   *Nairobi, Kenya*