

# CURRICULUM VITAE

## PERSONAL DETAILS:

Name	:	Ashley G. Njagi
Gender	:	Female
Nationality	:	Kenyan
Language	:	English, Swahili
Address	:	P. O Box 2883-60100Embu.
Cell	:	0748018222
Email	:	<a href="mailto:ashleygakii3@gmail.com">ashleygakii3@gmail.com</a>

## CAREER PROFILE:

I'm a highly motivated and detail-oriented IT professional with a Diploma in Business Information Technology and hands-on experience in IT support and systems management. Proficient in web development, networking, and software troubleshooting, with a strong foundation in programming languages and network essentials. Known for problem-solving skills, a strong work ethic, and the ability to collaborate effectively within teams. Seeking to leverage my technical and interpersonal skills in a dynamic IT environment to contribute to organizational growth and efficiency.

## CAREER Skills:

- Programming: JavaScript, HTML5, CSS, SQL, OOP
- Networking: CISCO Networking Essentials
- Software: Microsoft Office Suite, Basic troubleshooting tools
- Operating Systems: Windows, Linux (basic)
- Communication and interpersonal skills
- Analytical thinking and problem-solving
- Time management and multitasking

## EDUCATION BACKGROUND:

<u>YEAR</u>	<u>SCHOOL</u>	<u>CERTIFICATE AWARDED</u>
Sept 2021-Aug 2022	St. Paul University	Diploma in Business information technology
Jan 2021-Aug 2021	St. Paul University	Certificate in Business information technology
2016-2019	Consolata girls High School	Kenya Certificate of Secondary Education
2007-2015	Embu Christian School	Kenya Certificate of Primary Education

## **WORKING EXPERIENCE:**

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### **July 2023 To Dec 2024: Kenya Revenue Authority Ltd**

#### **IT Support**

##### Roles and Responsibilities

- Assisted in troubleshooting and resolving hardware and software issues for staff.
- Installed, configured, and updated computers, printers, and other IT equipment.
- Supported end-users in using KRA enterprise systems and Microsoft Office applications.
- Helped maintain and update the asset inventory for IT equipment.
- Escalated complex technical issues to senior IT officers and followed up on resolutions.
- Participated in routine maintenance and backup procedures to ensure system stability.
- Assisted in setting up video conferencing tools and network connectivity for meetings.
- Monitored helpdesk requests and provided timely support to users.
- Observed IT security protocols and participated in data privacy awareness sessions.
- Documented user issues and solutions to build the knowledge base.

### **Aug 2022-Nov 2022: Embu Water & Sanitation Company Ltd**

#### **IT Personnel**

##### Roles and Responsibilities

- Provide 1st/2nd level IT Support to the employees of the organization
- Installing and configuring computer systems
- Diagnosing and solving hardware/software faults
- Serving customer service care desk, Logging customer/employee queries
- Analyzing call logs to spot trends and underlying issues
- Maintain up to date documentation of hardware assets and/or software license to make sure they complied with vendor
- Planning and undertaking scheduled maintenance upgrades.
- Install and configure computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Troubleshoot hardware and software issues in person, remotely and via phone.
- Conduct electrical safety checks on computer equipment.

## **Jan 2022-June 2022: Rosaflat Consulting Ltd**

### **IT Personnel**

#### Roles and Responsibilities

- Installing and configuring hardware and software components to ensure usability.
- Troubleshooting hardware and software issues by Diagnosing and solving hardware/software faults
- Ensuring electrical safety standards are met.
- Repairing or replacing damaged hardware.
- Upgrading the entire system to enable compatible software on all computers.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations of new software and hardware.
- Providing support to users and being the first point of contact for error reporting.
- Establishing good relationships with all departments and colleagues.
- Conducting daily backup operations.

## **HOBBIES:**

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- Crotchet
- Watching movies.
- Reading motivational novels and journals.
- Knitting

## **REFEREES:**

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1. **Mr. Samson K. Kariuki** Email: Rosaflat.02@gmail.com  
Tel: +254 791 522 783
2. **Mrs. Charity Kagendo Kioko**  
M.D Secretary – Embu Water & Sanitation Company Ltd  
Tel: +254 724 766 125
3. **Mr. Stephen Gitau**  
Supervisor – Kenya Revenue Authority  
Tel: +254 726 321 415