Bavon Odhiambo Ochieng

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OBJECTIVE

Dedicated IT support professional with over 3 years of experience in diverse environments, including healthcare. Proficient in troubleshooting hardware, software, and networking issues. Adept at providing user support, managing IT infrastructure, and ensuring data security. Experienced in remote support tools, ITIL framework, and multi-OS environments. Seeking to contribute as an ICT Assistant.

WORK EXPERIENCE

Hanmak Technologies Ltd

Customer Success Specialist (Trainee)　　　　　　　　　　　　　　　　　*Jan 2024 - Jul 2024*

- Installed software and trained users during project implementation, enhancing user adoption rates
- Utilized remote support tools to resolve technical issues for customers efficiently
- Provided customer-facing troubleshooting via multiple channels for software, hardware, and network issues
- Assisted in diagnosing software, hardware, and network problems, delivering timely solutions
- Prepared technical documentation and user guides, improving customer self-service capabilities
- Collaborated with cross-functional teams in pre-sales processes, contributing to business growth
- Tested software for bugs and worked with the development team on issue resolution, improving product quality

Canon Medical Hospital (Bungoma)

ICT Assistant　　　　　　　　　　　　　　　　　　　　　　　　　　　*Feb 2023 - Jan 2024*

- Provided technical support for hardware and software installations, achieving a 95% resolution rate for user issues
- Conducted remote troubleshooting using tools like TeamViewer and AnyDesk, ensuring minimal downtime
- Created and maintained a knowledge base with FAQs and troubleshooting guides, reducing support requests by 20%
- Managed user data encryption and implemented security measures adhering to data governance policies
- Supported administration of security systems including CCTV and access control
- Implemented system updates and security measures in line with ITIL best practices
- Collaborated with healthcare professionals to ensure seamless integration of IT systems in medical operations

Nestpark Cyber Café

Cyber Café Attendant　　　　　　　　　　　　　　　　　　　　　　　*Mar 2020 - Oct 2020*

- Managed day-to-day operations, including customer transactions and technical support.
- Performed troubleshooting and maintenance on computer systems, resolving both hardware and software issues.
- Installed and updated virus-scanning software, ensuring systems remained secure.
- Provided assistance to customers and created documentation for common technical issues.

EDUCATION

KCA University　　　　　　　　　　　　　　　　　　　　　　　　　　**Nairobi**
Diploma In Information Technology　　　　　　　　　　　　*Graduation Date: Nov 2024*

Lubinu Boys High School　　　　　　　　　　　　　　　　　　　　**Kakamega**
KCSE　　　　　　　　　　　　　　　　　　　　　　　　　　*Completion Date: Nov 2019*

Blessings Nursery & Primary School　　　　　　　　　　　　　　　**Nairobi**
KCPE　　　　　　　　　　　　　　　　　　　　　　　　　　*Completion Date: Nov 2015*

SKILLS

- IT Infrastructure & Support: Hardware, software, and network configuration, and troubleshooting
- Remote Support Tools: TeamViewer, AnyDesk, Remote Desktop
- Operating Systems: Windows, Linux, Mac OS
- Network Administration: Routers, firewalls, VPNs configuration and management
- Data Security: Encryption, backup management, adherence to data governance policies
- ITIL Framework: Experienced in IT service management best practices

Skills: Customer-Facing Troubleshooting: Phone, email, and chat support

- Programming Languages: Basic knowledge of Java, Python, and C
- Data Collection Applications: Familiarity with ODK, CSPro, REDCap
- Mobile Telecommunications: Understanding of GSM, 3G/4G, 5G technologies
- Cloud-based Data Storage: Basic understanding of service offerings
- Android Platform: Troubleshooting and support experience
- Network Connectivity: Understanding of TCP/IP protocol suite
- Microsoft Office Tools: Advanced skills in Access, Word, Excel, and Publisher

REFERENCES

John Kuria - Director, Canon Medical Hospital

0722414586 | jbkuria@gmail.com

Chris Fowler - Customer Success Team Lead, Hanmak Technologies Ltd

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Erick Amukowa - ICT Manager, Canon Medical Hospital

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