CURRICULUM VITAE

BENEDICT MUTISYA NZIMBI
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PERSONAL DETAILS

Date of Birth	:	15/08/1995
Marital status	:	Single
Nationality	:	Kenyan
Religions	:	Christian
Gender	:	Male
Id No.	:	32300558
Language	:	English, Swahili and Kamba

EDUCATION BACKGROUND

2014- 2018	:	**MACHAKOS UNIVERSITY**
	:	Bachelor of science (Computer Science)
2010-2013	:	**MUKAA BOYS HIGH SCHOOL**
	:	Kenya Certificate of Secondary Education
	:	A- (minus) 74points
2007-2009	:	**KIAMBANI DAY AND BOARDINGPRIMARY SCHOOL**
	:	Kenya Certificate of Primary Education
	:	328/500 Marks
2001-2006	:	**KALONGO PRIMARY SCHOOL**
	:	Lower Class Studies

TECHNICAL SKILL COMPETENT IN

Operating Systems

- Windows 7 & 8, 10.

Hardware

- PC wireless/wired network design, setup, configuration, maintenance, and troubleshooting

- PC installations, maintenance, upgrading and troubleshooting

Programming skills

- Java, C and C++ Programming Language

- Web Design- PHP, CSS, HTML and Java Script Programming Languages

Application Packages

- Microsoft Office Suite from 2013 to 2016

- Database –MySQL, SQL Server and Ms. Access

WORKING EXPERIENCE

January-Sept   :   **KATIKOMU SECONDARY SCHOOL**
   2014   Worked as a typist.

Jan – April   :   SMARTSOL LIMITED
 2017   (Attachment)
 Responsibilities include:
       a) Offering timely and adequate technical support for all I.T related issues.
       b) Reporting on various anomalies on the system.
       c)   Responding in a timely manner to service issues and requests.
       d) Generate reports from the system

May 2017--Dec 2020:   EFISALES LIMITED
 ROLE: Customer Support and Services
Specific duties and responsibilities Assigned.

- Providing technical assistance to all System Users.

- In the past years (2017-to date) have been providing IT technical support to clients using Efisales System. This are Golden Africa, Haco Limited, Janst HealthCare, Premier Foods, Aisells Limited, Salama pharmaceutical, Dkt International and Kapa Oil Refineries.

- Detailed analysis of clients system generated data, representing it to graphical/pictorial data.

- Checking computer hardware to ensure functionality.

- Install and configure appropriate software and functions according to specifications.

- Provide orientation and guidance to users on how to operate new software and computer Equipment.

- Creating mockups that depicts client's requirements.

- Perform troubleshooting to diagnose and resolve problems.

- Responding in a timely manner to service issues and requests.

- Identifying the key errors that make the system not efficiently work.

- Doing various setup on the system.

- Cleaning up on unnecessary errors on the system.

- Reporting on various anomalies on the system.

- Provide training for the new users of the system.
- Testing and evaluating new updates on the system.

Jan 2021-to date: EFISALES LIMITED
ROLE: Head of Customer Support and Services
Specific duties and responsibilities Assigned.

- Client Service Team leader.
- Plan and organize work flow for the client service team.
- Managing the day-to-day activities of the team.
- Motivating the team to achieve organizational goals.
- Empowering team members with skills to improve their confidence and product knowledge.
- Developing and implementing a timeline to achieve targets.
- Providing technical assistance to all System Users. In the past years (2017-to date) have been
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- Checking computer hardware to ensure functionality.
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- Creating mockups that depicts client's requirements.
- Perform troubleshooting to diagnose and resolve problems.
- Responding in a timely manner to service issues and requests.
- Identifying the key errors that make the system not efficiently work.
- Doing various setup on the system.
- Cleaning up on unnecessary errors on the system.
- Reporting on various anomalies on the system.
- Provide training for the new users of the system.
- Testing and evaluating new updates on the system.

HOBBIES
- Adventure
- Football
- Swimming

CORE VALUES
- Respectful
- Hardworking
- Honest

REFEREES
1. Mr. Samuel Wanyoike (Manager–Efisales Limited)
Box 925-00100
Nairobi, KENYA
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2. Mr. John Sila (IT Manager– SMARTSOL LIMITED)
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