

# CLEAVON SURUMO MONGARE

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## PROFILE

Detail-oriented IT Support and Data Analyst with hands-on experience in troubleshooting hardware/software issues, configuring networks, and providing customer-focused technical support. I am skilled in leveraging tools such as PowerBI and Excel to analyze data and generate actionable insights. Dedicated to improving system reliability, user experience, and team performance in fast-paced environments.

## SKILLS

### Technical Skills:

**IT Support:** Hardware/software troubleshooting, system administration, antivirus & endpoint protection, LAN/WAN configuration, Windows & Linux OS support.

**Data Analytics:** Power BI, Excel (dashboards, pivot tables, reports), SQL basics.

**Networking & Security:** Cisco Packet Tracer, WLAN setup, firewalls, CCNA knowledge, cybersecurity fundamentals.

**Web Technologies:** WordPress (themes, plugins, content management, troubleshooting).

**Tools:** Microsoft Office Suite, Ticketing systems (Jira, Zendesk, ServiceNow).

### Core Competencies:

Problem-solving • Customer support • Adaptability • Strategic planning • Team collaboration • Communication

## EMPLOYMENT HISTORY

### Quarser Org — IT Support

Jan 2023 – Jan 2025

- Provided first-line technical support to users, resolving hardware and software issues promptly and efficiently to minimize downtime.
- Installed, configured, and maintained computer systems, including desktops, laptops, printers, and peripherals.
- Managed user accounts and access permissions, ensuring security and compliance with company policies.
- Conducted regular maintenance tasks, such as software updates, antivirus scans, and system backups, to ensure optimal performance and security.
- Created and updated technical documentation, user guides, and knowledge base articles to facilitate self-service troubleshooting for users.
- Assisted IT team in troubleshooting hardware and software issues, providing support to users across the organization.
- Participated in the setup and configuration of new computer systems and peripherals.

## **National Treasury — IT Support**

**May 2021 – Aug 2021**

- Installed and maintained antivirus software, application upgrades, and drivers to ensure secure and optimized system performance.
- Monitored and logged daily server tasks and reports, improving documentation accuracy.
- Updated firmware, pushed files via FTP, and troubleshoot connectivity issues with remote monitoring equipment.
- Supported team in the backup and restoration of Microsoft SQL databases, safeguarding critical data.
- Resolved internet, wireless, and wired network access problems, reducing downtime for end-users.
- Investigated data issues and offered recommendations for resolution to supervisors.
- Configured routers and switches to enhance network security and connectivity.
- Maintained WordPress websites, including plugin updates, content management, and troubleshooting website errors.
- Provided end-user support and troubleshooting, reducing IT ticket resolution time.

## **EDUCATION**

Moringa School — **Data Analytics with PowerBI & Excel** (Sep 2025)

Mount Kenya University — **B.Sc. Information Science** (2022)

Generation Programme Kenya — **Certificate in Digital Customer Service** (2022)

## **CERTIFICATIONS**

- Certificate in Digital Customer Service (Generation Programme Kenya)

## **REFERENCES**

Available upon request