

Allan Auka Onyancha

IT Specialist – Virtual/Office Assistant- Technical Support

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PERSONAL PROFILE

Dedicated ICT professional with hands-on experience in computer hardware, software, and network support through internships in various environments. Proficient in troubleshooting, OS installation, and web development. Skilled in providing technical support and client service, with a proven ability to collaborate in team settings and deliver efficient IT solutions.

ACADEMIC & PROFESSIONAL BACKGROUND

Bachelor of Information Technology – Technical University of Mombasa

Ambira High School, Siaya – KCSE Mean Grade B-

Drive-In Primary School, Nairobi – KCPE Marks 344

WORKING EXPERIENCE

January 2024 – Present – Freelancer Online

Developed and maintained dynamic websites, while managing office operations remotely. Demonstrated expertise in project planning, resource allocation, and client communication. Worked closely with clients to implement responsive designs, enhance user experience, and ensure smooth operational workflows. Managed daily tasks, coordinated with team members, and ensured timely delivery of digital products and services.

January 2024 to April 2024 – IT Support Intern, Robisearch Limited

I responded to client support calls, providing solutions both remotely and on-site, and assisted with hardware and software maintenance. I conducted CCTV surveys and installations, installed system software for seven clients, and provided ongoing technical support. Additionally, I collaborated closely with the IT team to troubleshoot and resolve technical issues.

February 2023 to April 2023 - ICT Intern, Civil Registration Services

I performed data digitization to streamline data storage and retrieval, enhancing accessibility and organization. I also installed and maintained software applications to support daily operations and facilitated networking activities, including LAN setup and maintenance. Additionally, I provided end-user support, addressing technical issues and resolving software-related problems to ensure smooth, uninterrupted functionality for all users.

August 2022 to August 2022 – First Clerk, *Independent Electoral and Boundaries Commission (IEBC)*

As a Clerk at the Independent Electoral and Boundaries Commission (IEBC) in August 2022, I assisted voters by conducting identification verification using the KIEMS kit. I collaborated closely with election officers to ensure accuracy and compliance throughout the election process, contributing to a smooth and efficient voting experience for the public.

November 2019 to February 2020 - *Technical Support & Data Handler, FinMatt Sacco*

In my role as a Technical Support & Data Handler at FinMatt Sacco in Nairobi from November 2019 to February 2020, I managed data records and facilitated smooth financial transactions. I also diagnosed and resolved hardware and software issues to minimize operational disruptions and trained users on software applications, providing essential IT support to enhance system functionality and user efficiency.

KEY SKILLS & COMPETENCIES

Project Coordination & Documentation: *Proficient in tracking project progress, maintaining schedules, and documenting project actions. Experienced in creating reports and summaries for project reviews.*

Technical Proficiency: *Skilled in MS Office (Excel, PowerPoint, Word) and familiar with project management tools. Capable in both Windows and Linux environments.*

Communication & Collaboration: *Strong ability to communicate effectively with team members, provide project updates, and coordinate meetings.*

Problem Solving & Adaptability: *Proactive in identifying and resolving project challenges, with a flexible approach to manage dynamic project requirements.*

Collaboration: *Proven ability to work in cross-functional teams and contribute positively.*

Referees

*Mr. Daniel Ondigo, Safety Officer at Kenya Airways daniel.ondigo@kenya-airways.com Mobile No.
0717782422*

*Mr. Leoivard Ongule, Flowcodes Hub Manager, Nairobi leoivardomondi@seamlessqrcode.com Mobile No.
0113500884*