

Professional Summary

Motivated and tech-savvy Information Technology student with hands-on experience in customer service, administrative support, and digital services. Skilled in document management, client engagement, and basic IT operations. Passionate about technology, graphic design, and photography, with a strong interest in continuous learning and innovation.

Work Experience

Cyber Café Attendant

Vision Cyber Café, Shinyalu

March 2024 - May 2024

- Assisted customers with internet access, printing, scanning, and document formatting
- Maintained computer systems and ensured software updates were current
- Provided basic troubleshooting for technical issues and customer support
- Managed time efficiently during peak hours to ensure customer satisfaction
- Promoted data security and privacy best practices for all users

CBF Intern

Co-operative Bank, Kakamega Branch

June 10, 2024 - August 18, 2024

- Organized, documented, and filed customer records accurately
- Tracked and updated client documentation in internal systems
- Directed clients and supported them in filling out various banking forms
- Ensured a smooth flow of operations by liaising with different departments
- Maintained confidentiality and professionalism in handling sensitive data

Education

Bachelor of Science in Information Technology

Jomo Kenyatta University of Agriculture and Technology (JKUAT)

2024 - Present

## Skills

- Document Management
- Customer Service
- Basic Troubleshooting
- Microsoft Office Suite
- Communication

## Interests

- Technology & Innovation
- Graphic Design & Photography
- Chess
- Lawn Tennis

## References

Available upon request