

# Esther Ngwasi

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## Summary

I am a self-driven individual who is willing to obtain a challenging duty in an environment where my skills will add value to the organization by improving customer satisfaction and able to stretch my education base to fit the changing trends in technology. My communication and interpersonal skills are excellent, and I have a strong commitment to research and socializing and am ready to grow.

## Experience

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Jan 2024 - Apr 2024

### Digital Marketing and Web Development Intern

*GAOTek Inc*

I developed and maintained WordPress websites, customized themes and plugins, and ensured optimal performance through testing and debugging.

I created and managed engaging content, implemented SEO practices, and shared posts on LinkedIn using VPN for secure access. Collaborating with the marketing team, I aligned web and social media efforts with business goals, enhancing the company online presence

Nov 2022 - Mar 2023

### Data entry clerk

*Ministry of lands*

Responsibilities and qualifications: transcribing data into documents, assisting in file transfer and backups, processing large volumes of data with tight deadlines, performed regular backups to ensure data preservations. Key Achievement Commended for excellent accuracy levels in data entry

Aug 2022 - Nov 2022 **ICT Consultant**

*Kitui county referral hospital*

Responsibilities and qualifications: installing, testing and maintaining ICT appliances, system support and PC configuration, data capture and cleansing, LAN installation and configuration, network troubleshooting and user support and training. Key Achievements Conducted IT services training for new employees and provided IT support services to the workers.

Jun 2021 - Aug 2021

## **Industrial Attachment**

*Kenya Power and Lighting Company*

Responsibilities and qualifications: creating serial numbers, sending jobs to design, contacting, insertion of customer certificates, receiving application letters from customers and also printing installation reports.

## **Education**

2018 – 2022

### **JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

Bachelor of Information Systems, Bachelor of Business Information Technology

*Second Class Upper*

### **St Angela's girls secondary school**

2014 – 2017

## **Skills**

Social media management, Proficient in Microsoft office, Customer Service oriented, Data Entry Skills, Attention to detail., Ability to handle pressure, Digital Marketing skills, Customer Relationship Management (CRM), Analytical and Critical Thinking skills, System, hardware, software and user support, Network support, system administration and support, Eager to learn, adapt and collaborate, Problem solving skills in business, Field data collection and management, Performance improvements

## **Certification**

Jan 2018

### **Diploma in Computer Application**

*ACK DIOCESE OF KITUI*

May 2024

### **Certificate in Digital Marketing**

*Gao Tek INC*

Credential ID GAO-NGWASI-EST-20240202-SIE

May 2024

### **Certificate in Web Development**

*Gao Tek INC*

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