**Curriculum Vitae**

**Susan Mijide Anayah**    
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**Personal Profile:**

Talented and result driven professional with 4 years of progressive accomplishments in document control, IT stuff and client support services, IT sales and marketing, website administration and updating. I desire to obtain a challenging position within IT and Customer Services where I can identify and implement continuous improvements in the organization.

**Skills**

* Ability to learn new software applications, installation and configuration.
* Computer Proficiency: MS Office: Windows OS/10, Windows Server 2003/2008/2010, MS Outlook/Exchange
* Document control and Database administration
* E-mail, internet and social media accurate usage
* Customer-service orientated.
* Customer Satisfaction and Relationship management
* Excellent IT stuff and client support
* Website and application services
* Basic Computer Hardware and Software Troubleshooting/Maintenance
* Planning and Organizing
* Have a passion for success and excellence customer service
* Time management and multitasking skills.
* Administration and maintenance

**Work Experience**

**Nov 2013- Nov 2015: IT Support/Supervisor QMS & SSI, Doha Qatar.**

**Responsibilities:**

**Supervisor/Customer Care**

* Trained and educated the workforce regarding proper work completion and adherence to company standards.
* Efficiently responded to internal and external customer requests via phone, chat and email.
* Maintained accurate customer records in professionally written formats.
* Handling, receiving and Solving Customer/staff complaints, if need arise forward to Manager.
* Receiving calls, making booking/reservation for clients.
* Website Admin
* Worked in coordination with different departments and clients to sort out their technical issues and address queries in regards to their websites/Social media pages.
* Administered the websites; ensured that the websites were secured and access was limited to authorized personnel/clients only.
* Updating news and changes on Company websites and Social Media.

**IT Support Assistant**

* Accurately documented all technical support and customer’s help-desk interaction.
* Followed help-desk policies to the letter – Prepared reports of activity and stayed up to date regarding system information.
* Diagnosed software-hardware problems, responding quickly, clearly, and resourcefully if needed solve with my IT Manager.

**Key Achievements**

* Received excellent positive feedback from customers and clients.
* Received excellent positive feedback from co-workers whenever I solved the IT related problem

**Mar 2012- Sept 2012: Administrative Assistance Jump Courier Ltd Nairobi**

Responsibilities

* Maintain internal Group contact details for use by the Group Managers.
* Maintain external contact details for key stake holders.
* Provide support to the Executive Assistant regarding the executive office administrative activities.
* Set up a system to ensure follow up and follow through on all deadlines and responses.
* Liaise with facilities as necessary with regards to office requirements such as data entry and reports writing to the executive.
* Manage filing and records.

**Internship Experience**

**Jan 2012-Mar 2012: Data Entry Clerk Nation Media Group**

**Responsibilities:**

* Entering resumes and other data as may be prescribed by Nation media Group into their information management system.
* Perform other Information Technology (IT) related duties as may be assigned

**Educational Background**

2010-2012 **Nairobi Aviation College**

Diploma in Information Technology

Dec2008-Feb 2009: Vihiga Technology and Information Center

Certificate of Computer Studies

**Interest and Hobbies**

Traveling, Voluntary work, solving puzzles

**Referees**

Gopal Khaki,

Operation Manager

QMS & SSI

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