

FRANCISCA BARASA NABWIRE

Email address: fransiscanabwire2@gmail.com

Phone number: 0704186266

LinkedIn Profile: <https://www.linkedin.com/in/francisca-nabwire-5a78352a6>

SUMMARY

A highly motivated IT professional with a passion for technology and a drive to excel in challenging environments. With hands-on experience in administering and monitoring servers and networks, installing and configuring operating systems, and executing PowerShell commands, I thrive on solving complex problems and ensuring seamless IT operations. Additionally, my expertise in web development, including React, HTML, Bootstrap, CSS, WordPress, and JavaScript, allows me to create dynamic and user-friendly websites. My commitment to delivering top-notch technical support and adapting to unique challenges ensures effective solutions and enhanced user satisfaction.

PROFESSIONAL SKILLS AND COMPETENCIES

- System and Network Resources administration and monitoring.
- Setting up and configuration of the network.
- Website development
- Deployment and management of ERP Systems.
- Microsoft SQL Database knowledge.
- Troubleshooting and securing IT Network.
- Technical and user support.
- Knowledge of scripting languages.
- ICT Infrastructure management.
- Relevant computer skills in Microsoft Word, Excel, Access, and PowerPoint.
- Quick-thinking, keen to details, with excellent crisis management skills
- Proactive and adaptable to changing work environments
- Strong sense of responsibility; ability to work independently under minimal supervision
- Client-oriented, strong interpersonal skills and a positive attitude when dealing with people

EXPERIENCE

FEBRUARY-JUNE 2024 ICT SYSTEMS SUPPORT ANALYST SMARTTECH TECHNOLOGY LIMITED

- Administered and monitored servers and network resources.
- Installed Windows Operating Systems on new computers.
- Troubleshoot and secured IT networks.
- Executed PowerShell commands to automate tasks.
- Managed IT infrastructure.
- Furnished technical and user support.
- Presented innovative ideas and ensured timely resolution of service issues.
- Collaborated with cross-functional teams to optimize system performance.
- Set up CCTV surveillance.

- Maintained ICT equipment to minimize breakdowns.
- Automated processes and adopted new ICT technologies.

APRIL-JUNE 2024 CUSTOMER SUPPORT DESK SMARTTECH TECHNOLOGY LIMITED

- Efficiently handled and logged service requests and incident reports.
- Authenticated requesters and approvals.
- Logged tickets in the ticketing system, categorized service requests, and prioritized incidents.
- Took ownership of assigned tickets, followed up diligently, and resolved incidents.
- Facilitated first-level IT support.
- Responded to customer inquiries and provided service status updates.
- Scheduled tasks and updated statuses.
- Ensured the office adhered to corporate branding standards.
- Coordinated and maintained records.
- Monitored helpdesk performance metrics and generated reports.
- Offered remote support to users.
- Documented common issues and solutions.
- Escalated complex incidents and provided reports

.JANUARY-MARCH 2023 ICT SUPPORT INTERN MUTHU NYALI BEACH HOTEL AND SPA

- Troubleshoot computer problems.
- Installed Windows Operating Systems on new computers.
- Set up and configured network.
- Operated Point of Sale (POS) systems.
- Configured and set up CCTV cameras.
- Configured network printers and resolved printer issues.

EDUCATION

SEP 2019-DEC 2023: BACHELOR OF SCIENCE (INFORMATION TECHNOLOGY)
 Technical University of Mombasa.

JAN 2015-DEC 2018: Archbishop Njenga Girls High School.

CERTIFICATIONS

- **CODEHACK PROGRAM** – PWANI TEKNOLOGALZ
- **LARAVEL FRAMEWORK FOR WEB DEVELOPMENT** - EQUATOR INSTITUTE OF TECHNOLOGY AND PROFESSIONAL STUDIES
- **CCNAv7 INTRODUCTION TO NETWORKS** -CISCO NETWORKING ACADEMY

REFEREES

Upon Request