LINDA ATIENO

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# PROFESSIONAL SUMMARY

A dedicated and skilled Information Technology professional with hands-on experience in IT support, data annotation, customer service, and field data collection. Proven ability to troubleshoot technical issues, manage data efficiently, and deliver excellent customer experiences. Strong background in IT maintenance, web design, and administrative support, with fluency in English, Viswanii, and Luo. Committed to leveraging technology to improve organizational efficiency and user satisfaction.

# EDUCATION

**Diploma in Information Technology**

*Mount Kenya University | 2023–2025*

* Specialized coursework in IT support, helpdesk support, networking, database management, and web development (HTML5, CSS3, JavaScript).
* Gained practical skills in hardware/software troubleshooting, system updates, and IT administration.

**Kenya Certificate of Secondary Education (KCSE)**

*Mawego Girls School | 2014–2017*

* Grade: C (Plain)
* Key subjects: Mathematics, English, Business Studies, Computer Studies.

**Kenya Certificate of Primary Education (KCPE)**

*St. Cornels’ Complex Academy | 2003–2013*

* Marks: 338
* Strong foundation in core subjects and early computer literacy.

# WORK EXPERIENCE

**Customer Service Sales Agent**

*Oasis Outsourcing | Jan 2025–Current*

* Conduct 50+ outbound calls daily to promote and sell products, consistently exceeding sales targets by 20%.
* Handle inbound customer inquiries, resolving issues promptly to maintain 95% customer satisfaction.
* Accurately update and manage customer records in CRM systems, ensuring data integrity.
* Apply objection-handling techniques to convert leads into sales.
* Collaborate with team members to refine sales strategies and improve performance metrics.

**IT Attachée**

*Equip Africa Institute | September 2024–December 2024*

* Provided first-level IT support, troubleshooting hardware and software issues for 50+ staff members.
* Performed routine system maintenance, including software updates and security patches.
* Assisted in network setup and troubleshooting, including Ethernet cable installation and connectivity issues.
* Installed and configured new desktop computers, printers, and peripheral devices.
* Managed data entry and database maintenance using Microsoft Excel and Access.
* Supported administrative tasks, including document filing, printing, and digital platform monitoring.

**Data Enumerator**

*Remit Kenya | January 2021–July 2022*

* Conducted field research and surveys using structured methodologies, completing 500+ household interviews.
* Administered face-to-face interviews, ensuring accurate and high-quality data collection.
* Assisted respondents in filling out forms, clarifying questions to improve response accuracy.
* Recorded responses using digital and paper-based questionnaires, maintaining 99% data completeness.
* Utilized GPS tools for household mapping and location tracking.
* Participated in data entry, reporting, and project briefings, providing actionable feedback.

**Data Annotation Specialist**

*Remotask (Remote) | 2019–2024*

* Annotated and labeled 10,000+ datasets (images, audio, text) for AI and machine learning models.
* Ensured high accuracy (98%) in data labeling by following strict annotation guidelines.
* Collaborated with cross-functional teams to refine annotation processes, improving efficiency by 30%.
* Conducted quality checks on labeled data to ensure compliance with project requirements.
* Worked on multiple projects simultaneously, adapting to changing client needs.

# SKILLS

**Technical Skills**

* IT Support & Troubleshooting
* Hardware & Software Maintenance
* Networking (Ethernet, Connectivity Troubleshooting)
* Web Design (HTML5, CSS3, JavaScript)
* Data Annotation & Labeling (Images, Audio, Text)

**Data & Administrative Skills**

* Data Entry & Database Management (Excel, Access)
* CRM Systems & Survey Tools (SurveyCTO, GPS Mapping)
* Virtual Assistance & Remote Support
* Document Preparation, Printing, Scanning, Filing

**Soft Skills**

* Customer Service & Communication
* Problem-Solving & Critical Thinking
* Team Collaboration & Adaptability
* Attention to Detail & Accuracy

# TOOLS & SOFTWARE

* Microsoft Office Suite (Word, Excel, Access, PowerPoint)
* Google Workspace (Docs, Sheets, Drive)
* Data Annotation Platforms (Remotask, Labeling Tools)
* SurveyCTO & GPS Mapping Tools
* CRM Systems (CALLSUITE)

# LANGUAGES

* English (Fluent)
* Viswanii (Fluent)
* Luo (Native)

# REFERENCES

**Mr. Charles Ng’ang’a**

Manager – Equip Africa Institute

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**Mrs. Christine Kiboori**

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