

Hezron Mutua Peter

Mombasa, Kenya

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Professional Summary

Experienced IT Support Specialist with over 9 years in IT support, systems administration, and end-user support for distributed and remote teams. Skilled in Microsoft 365, Teams, SharePoint, user onboarding/offboarding, and troubleshooting email, password, and software issues. Adept at providing responsive, client-focused support while ensuring system reliability and productivity.

Core Competencies

- Microsoft 365 Administration: Teams, SharePoint, Exchange, OneDrive
 - User Lifecycle Management: Onboarding, Offboarding, Access Control
 - End-User Support: Email, passwords, software troubleshooting
 - Remote Workforce Support: Multi-state and international setups
 - Ticketing & Documentation: ServiceNow, Zendesk, internal IT SOPs
 - Technical Troubleshooting: Windows, macOS, network connectivity
 - Collaboration & Communication: Clear guidance for technical and non-technical users
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Professional Experience

Teleperformance – IT Support Specialist

May 2023 – Present | Remote

- Provide Microsoft 365 support including Teams, SharePoint, and Exchange troubleshooting for remote agents.
- Manage user accounts, access provisioning, and onboarding/offboarding workflows.

- Resolve email, password, and software issues promptly, ensuring minimal disruption to operations.
- Document technical resolutions and maintain knowledge base for internal teams.
- Support remote users across multiple time zones, maintaining SLA compliance.

Yaris Institute of Information – Information Technology Officer

Jan 2016 – April 2023 | Remote

- Administered Microsoft 365 environments, including Teams, SharePoint, and Exchange.
- Led onboarding/offboarding processes for staff, contractors, and interns.
- Supported internal users with hardware, software, and network troubleshooting.
- Maintained IT documentation, SOPs, and asset records for smooth operations.
- Assisted in deployment and configuration of IT tools and SaaS applications.

Mazuma Enterprises – IT Officer Assistant

Jan 2012 – Dec 2015 | Mombasa, Kenya

- Provided end-user support for Microsoft Office Suite and Windows systems.
- Monitored and maintained IT infrastructure to ensure reliable system performance.
- Assisted in user account management and basic network troubleshooting.

Education

BSc Computer Science – Egerton University

Certifications & Tools

- Microsoft 365 Administration (Teams, SharePoint, Exchange)
- ServiceNow / Zendesk
- Windows & macOS troubleshooting
- Networking basics: DNS, DHCP, LAN/WAN

Strengths

- Independent, proactive, and detail-oriented
- Strong communication skills with non-technical users
- Comfortable managing IT needs with minimal supervision
- Experience supporting fully remote and distributed teams
- Passionate about improving IT efficiency and reliability

Availability

- Flexible schedule (40 hrs/week)
- Immediate start