

JANE WARUCHU NGUGI

- IT SPECIALIST
- IT SUPPORT
- COMPUTER PROGRAMMER.

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ABOUT ME

With my diploma in Information Technology, I have extensive knowledge in troubleshooting hardware, software, and network issues, as well as configuring and maintaining different systems and applications.

My expertise in social media management includes creating, executing, and monitoring social media campaigns and strategies, managing social media accounts, analyzing metrics, and communicating insights and recommendations to clients. I am well-versed in various social media platforms and tools, such as Hootsuite, Buffer, and Sprout Social.

As a reliable and detail-oriented assistant, I am committed to delivering top-quality work within strict deadlines. I am highly skilled in multitasking, organization, and communication, which enables me to effectively manage different projects and collaborate with diverse clients and team members.

Overall, I possess the qualities and abilities that make me an ideal candidate for any position that requires proficient computer repair and social media management skills.

LANGUAGES

- Python — Upper-Intermediate
- Html5 and Css3 — Upper-Intermediate
- SQL — Intermediate
- Javascript — Pre-Intermediate
- PHP —Intermediate

EXPERIENCE

IT SUPPORT November/2022 - February/2023

CATTEY ENTERPRISE

- Providing technical support
- Installing and maintaining hardware and software
- Managing security
- Managing backups
- Training and support
- Researching new technologies

Social Media Manager June/2022 - October/2022

ALPHAPEAK PROPERTIES

- Used Microsoft Word and other software tools to create documents and other communications.
- Video Editing
- Generated invigorating social media content.
- Created compelling social media graphics that supported the company mission.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked flexible hours; night, weekend, and holiday shifts

COMPTER REPAIR April/2021 - May/2022

SELF EMPLOYMENT

- Providing excellent customer service by promptly responding to calls, emails, and messages from clients.
- Troubleshooting, diagnosing, and repairing various computer issues, including hardware, software, and network problems.
- Installing and maintaining computer systems, software programs, hardware devices, and network technologies.
- Educating clients on basic computer functions, including setting up email accounts, making backups, and installing software.
- Tracking and managing inventory of computer parts, equipment, and tools.
- Managing your own finances, including invoicing clients, collecting payments, and keeping detailed records of expenses and income.
- Keeping up to date with the latest trends and technologies in the computer industry through continuous learning,

ADDITIONAL SKILLS

- Technical Skills
- Problem-Solving Skills
- Communication Skills
- Troubleshooting Skills
- Technical Writing Skills
- Networking & Security Skills
- Project Management Skills
- Database Management Skills
- System Administration Skills
- System Design & Analysis Skills

HOBBIES

- Playing Chess and Checkers
- Reading Novels
- learning and adapting new technology trends

REFERENCES

Catherine Wanjiru
Cathey Enterprise, Nairobi
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Susan Njeri
AlphaPeak Properties, Nairobi
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James Gatei
Computer Pride, Nairobi
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Emmah Wanjiru
Friend
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EDUCATION

November/2021 - Dec/2021

Computer Pride

- Python Programming
- Django-Framework,API development

January/2018 - March/2021

Computer Pride

- NCC level 5 Diploma in Computing
- NCC level 4 Diploma in Computing
- NCC level 3 Diploma in Computing
- International Computer Driving License (ICDL)

January/2014 - November/2017

Kihara Highchool

- Kenya Certificate of Secondary Education (KCSE)

January/2003 - November/2013

Kamuiru Primary School

- Kenya Certificate of Primary Education (KCPE)