

# **CURRICULUM VITAE**

## **PERSONAL INFORMATION**

Name: Kilonzo Jefferson  
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## **PROFILE**

I aspire to be a great influence in all responsibilities that are offered to me and learn new skills that come along the way. I am an internet all-rounder with sound judgement, adept at working in a fast-paced live environment with great analytical and technical skills and a great attitude to learn. I'm an enthusiastic, conscientious and positive individual who enjoys responsibility as well as working with a team.

## **EDUCATION BACKGROUND**

**2016-2022: Jomo Kenyatta University of Agriculture and Technology.**

Bachelor in Mathematics and Computer Science.

**2012-2015: Lenana School.**

Kenya Certificate of Secondary Education (KCSE).

## **KEY COMPETENCES**

- Ability to work without supervision.
- Able to get things done as scheduled.
- Excellent qualities in communication and organization skills.
- Hardworking and with a positive attitude in every environment.

## **TECHNICAL SKILLS**

I am also highly knowledgeable in information and communication technology with a vast understanding and skill set in computer networking, computer hardware architecture and software as well. I possess the below skills and competencies:

- Providing technical assistance with computer hardware and software.
- Troubleshooting systems and network issues.
- Setting up and maintenance of computer systems.
- Installing and configuring computer hardware, software, systems and networks.
- Repairing and replacing equipment where necessary.
- Diagnosing and solving hardware or software faults.
- Updating computer software as well as upgrading hardware and systems.
- Testing and evaluating new technology.

## **WORK EXPERIENCE**

### **AAR INSURANCE - IT SUPPORT / DIGITAL CUSTOMER EXPERIENCE - (2021-2022) INTERNSHIP**

#### **Duties and responsibilities**

- Installing and updating of software and antivirus.
- Troubleshooting technical issues i.e. hardware, software and other peripheral devices.
- Support in LAN network cables and Wi-Fi services
- Adding new users to the system.
- Providing support in the maintenance of the computer systems.
- Upgrading and repairing of computers, peripherals, network/security equipment to meet the user's needs.
- Remote administration of ICT resources as well as user remote support. i.e. via AnyDesk
- Proposing new processes to maximize customer experience and improve interactions.
- Assisting in implementation and analysis of new capabilities through projects.
- Understanding channels where digital service interactions are preferred.
- Working together in collaboration with other with various groups to respond to clients' needs.
- Conduct surveys via various social media platforms and analyze the data provided.

## **SHELL ACTIVATION – by Parrot Group (2020)**

### *Duties and responsibilities*

- Marketing Shell products i.e. fuel and Afri gas.
- Offering customer care services to customers.
- Giving coupons to customers.
- Ensuring customers receive excellent services.

## **KENYA NATIONAL BUREAU OF STATISTICS (KNBS) - Enumerator - August (2019)**

### *Duties and responsibilities*

- Locate all structures and visit every household assigned in each area.
- Ensure that the necessary materials to be used are available.
- Administer all questions and record particulars of all persons.
- Make call backs on respondents.
- Prepare debriefing notes for the supervisor on any problems or issues encountered.

## **PROGRAMMING LANGUAGES**

- HTML
- CSS
- JavaScript
- PHP
- MySQL
- Python

## **PERSONAL INTERESTS**

- Information Technology (IT).
- Database management.
- Web development (frontend).
- Artificial Intelligence (AI).
- Computer networks.
- Research.
- Reading books.
- Watching football.

## **REFEREES**

- ROSE MUTHAMI - SUPERVISOR  
DIGITAL CUSTOMER SERVICE  
AAR INSURANCE  
CONTACT: 0721 237 536
  
- RAPHAEL SIRO - SUPERVISOR  
KENYA NATIONAL BUREAU OF STATISTICS (KNBS)  
KENYA POPULATION AND HOUSING CENSUS (KPHC)  
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