

JEFF MOSES OTIENDE

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PROFILE

Proactive problem solver dedicated to delivering reliable and innovative solutions. I seek to achieve a high standard in whatever work I undertake, well organized with a clear and positive approach to problem solving. Highly skilled and experienced Technical Trainer and Repair Technician with over 5 years of expertise in diagnosing, repairing, and maintaining a wide range of laptops and desktops, including Dell, HP, and Lenovo. Proven ability to train and mentor individuals in complex technical concepts, ensuring high levels of comprehension and practical application.

SKILLS

- CODING
- NETWORKING AND SYSTEMS TROUBLESHOOTING
- OS AND SOFTWARE TROUBLESHOOTING AND INSTALLATION
- IT TRAINER
- HARDWARE
- GOOD COMMUNICATION
- BACKUP AND RECOVERY
- Soldering and Micro-soldering
- PCB and schematic interpretation
- Brands: Dell, HP, Lenovo
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WORK EXPERIENCE

Technical Trainer, Laptop and Computer Repair | Uhandisi Training Institute | Nairobi, Kenya

Current

- Develop and deliver comprehensive training programs on laptop and computer repair, covering hardware diagnostics, component replacement, software troubleshooting, and preventive maintenance.
- Instruct students on the intricacies of Dell, HP, and Lenovo systems, ensuring a deep understanding of their architecture and common issues.
- Create engaging and practical hands-on exercises to reinforce theoretical knowledge and build practical repair skills.
- Assess student progress and provide constructive feedback to facilitate learning and skill development.
- Stay updated with the latest technological advancements and repair techniques to ensure training content remains relevant and cutting-edge.

Repair Technician | Fleimco General Electricals | Nairobi, Kibera

January 2020 – December 2024 (5 years)

- Performed in-depth diagnostics and repairs on a variety of laptops and desktops, including models from Dell, HP, and Lenovo.

- Troubleshooting and resolving complex hardware and software issues, including motherboard repairs, screen replacements, hard drive failures, and operating system errors.
- Conducted component-level repairs, including soldering and desoldering, to restore functionality to faulty devices.
- Managed inventory of spare parts and tools, ensuring availability for timely repairs.
- Provided technical support and guidance to clients, explaining repair processes and offering solutions.
- Maintained detailed records of repairs, including parts used and issues resolved, for accurate tracking and reporting.
- Adhered to strict quality control standards to ensure all repairs met performance and reliability benchmarks.

EDUCATION

Meru National Polytechnic

Diploma in Electrical and Electronics Engineering & IT 2021

National Youth Service

Attended Paramilitary Training 2017

REFERENCES

- **Suleiman Abdulsalaam** (uhandisi Trainer) | 0741036161
- **Edger Isohe** (Network Administrator) | 0725254027