JULIET ONYANGO

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OBJECTIVE

Dynamic and results driven IT Professional with a proven track record of success in providing comprehensive IT Support, conducting impactful training session and developing innovative solutions to enhance organizational efficiency. Seeking a challenging role to contribute my technical expertise and creativity to a progressive organization.

EDUCATION

Bachelor of Science in Information Technology, **Jomo Kenyatta University of Agriculture and Technology** (Second class honours (upper division)**)**

Huawei Certified ICT Associate (HCIA) – Datacom, **Huawei Academy**

KCSE, **Moi Girls' Isinya** (Mean grade: B+)

WORK EXPERIENCE

Training Assistant**, Stream of Hope**   *November 2022 – May 2023*

- Conducted training sessions for 100+ students in unplugged coding, enhancing problem-solving skills and influencing future career choices.
- Provided individualized support, mentoring learners through coding challenges, and facilitating their overall learning experience.
- Collaborated with fellow trainers to ensure a cohesive and effective learning environment.
- Collaborated with the training team to design and enhance training curricula.

Clerk, **Kenya National Examinations Council**   *April 2021 – September 2022*

- Efficiently entered large volumes of data into the examination system for TVET institutions and secondary schools' national examinations.
- Verified accuracy of entered data and filed manual mark sheets for long-term data preservation.
- Maintained confidentiality and security of sensitive information during the marking exercise.

ICT Intern**, Kenya School of Government**   *October 2020 – September 2021*

- Provided comprehensive IT support to a diverse user base, achieving a 95% satisfaction rate in resolving technical issues.

- Aided staff members in providing support for Microsoft Dynamics Navision ERP.
- Collaborated with departments to develop and implement a participant feedback system, eliminating manual feedback systems.
- Developed a certificate verification system using Laravel and MySQL, streamlining certificate confirmation processes.
- Managed social media platforms for the Youth Innovation Center, handling content creation, post scheduling, graphic design and user engagement.
- Conducted hardware inventory and asset management, ensuring accurate record keeping.

ICT Attaché, **State Department of Housing and Urban Development**   *January 2018- April 2018*

- Assisted in setting up a GIS data center for mapping households in Nairobi.
- Conducted thorough diagnostics of hardware and software components to identify and resolve issues.
- Provided technical support to end-users, addressing hardware and software concerns promptly and effectively.
- Performed software configuration on stand-alone computers and laptops, ensuring optimal performance.
- Assisted in administrative tasks related to the ICT department.

SKILLS

Technical Skills

- IT Support: Troubleshooting, Helpdesk support, System administration
- Operating systems: Windows, MacOS, Linux
- Web development: Php, Laravel, JavaScript, HTML, CSS, Git, WordPress, MySQL

Soft Skills

- Adept at analyzing complex issues and implementing effective solutions.
- Strong verbal and written communication skills, ensuring clear and concise information sharing.
- Exceptional organizational skills, consistently delivering high-quality work within specified timelines.
- Demonstrated ability to work seamlessly within a team, fostering a collaborative and supportive environment.