

JONATHAN NYACHOTI

IT Services Manager

Nairobi, Kenya •

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EXECUTIVE SUMMARY

Results-driven IT professional with over **3+ years of customer service experience** and hands-on expertise in technical support, hardware repair, and network troubleshooting. A natural problem solver with a strong customer focus and proven ability to manage IT services, mentor junior staff, and streamline support operations. Passionate about cybersecurity and committed to continuous improvement and learning.

PROFESSIONAL EXPERIENCE

Neotech Kenya Limited, Nairobi

IT Services Manager, June 2024 – Present

- Currently leading a growing support team & improving SLA compliance by 30% through effective scheduling and mentorship.
- Oversaw system maintenance and end-user support across departments.
- Collaborated with department heads to align IT services with business needs.
- Implemented process documentation, reducing ticket resolution time by 40%.
- Training new hires on support tools and troubleshooting procedures.
- Handling daily ticketing and escalations while maintaining customer satisfaction ratings above 80%.
- Product training and troubleshooting.
- Maintaining IT asset logs.
- REST API testing.

Neotech Kenya Limited, Nairobi

Technical Support Assistant, March 2023 – June 2024

- Provided first-line support for software, hardware, and network issues.
- Trained new hires on support tools and troubleshooting procedures.
- Handled daily ticketing and escalations while maintaining customer satisfaction ratings above 70%.
- Product training and troubleshooting.

Kenya Revenue Authority, Nairobi

IT Intern, January 2023 – March 2023

- Supported hardware and network diagnostics for internal departments.
- Maintained IT asset logs and documented troubleshooting processes.

Neotech Kenya Limited, Nairobi

Technical Support Intern, November 2022 – December 2022

- Performed installations and repairs for workstations and peripherals.
- Assisted senior technicians with client onboarding and product training.

Fix-It Computers, Nakuru

Technician, July 2022 – August 2022

- Diagnosed and repaired a wide range of computer hardware issues, improving client turnaround time by 40%.
- Delivered seamless mobile phone repair services, boosting walk-in customer retention through reliability and speed.
- Maintained accurate inventory and service records, reducing repeat issues and streamlining client follow-ups.
- Installed operating systems and essential software packages on customer devices, ensuring optimal performance and usability.
- Provided technical advice to non-technical clients, enhancing trust and customer satisfaction.

Tango Cyber & Printers, Maseno

Cyber Attendant, January 2022 – July 2022

- Delivered frontline technical support to walk-in customers, assisting with basic troubleshooting, printing services, and software issues.
- Installed and configured operating systems and software on public-access computers, ensuring consistent uptime and usability.
- Provided exceptional customer service in a high-traffic environment, improving client satisfaction and return rates.
- Maintained network connectivity and performed routine checks on system health and printer functionality.
- Assisted students and faculty with document formatting, proofreading, and printing for academic projects and research work.
- Managed daily transaction logs and service records with accuracy, contributing to smooth operations and accountability

Shabab ICT Centre, Nakuru

Attache`, November 2021 – December 2021

- Resolved software and hardware issues for walk-in clients.
- Performed OS installs, basic network setup, and printing services.

EDUCATION

ADDITIONAL SKILLS

MASENO UNIVERSITY – MASENO, KENYA

Bachelor of Science (Computer Science)- December 2022

Graduated with Second Class Honors (Lower Division)

KISII SCHOOL – KISII, KENYA

Kenya Certificate of Secondary Education-November 2017

Mean grade: A-

MOTHER KEVIN PRIMARY – NAKURU, KENYA

Kenya Certificate of Primary Education-November 2013

Mean grade: A-

- Proficiency in Microsoft Office Suite.
- Proofreading & typing
- Printing and document handling
- Stakeholder engagement
- Mobile device repair
- Proficiency in collaboration tools: Microsoft Teams, Google Meet, Zoom & Slack

CERTIFICATIONS & BADGES

www.credly.com/users/jonathan-nyachoti

- CCNA: Introduction to Networks – Aug 2021
- CCNA: Switching, Routing, and Wireless Essentials – Jan 2022
- CCNA: Enterprise Networking, Security, and Automation – Mar 2022
- Introduction to Cybersecurity – Jan 2024
- Computer Hardware Basics – Feb 2024
- Engaging Stakeholders for Success – Aug 2024
- Digital Awareness – Dec 2024