
DESMA JOY ACHIENG

Postal Address: P. O. Box 82 • Akala, 40139

Email Address: desmaachieng@gmail.com

Phone Number: +254-717979044

PERSONAL PROFILE

Experienced IT professional with experience in all different areas of information communication and technology. An energetic, ambitious person who has developed a mature and responsible approach to any task undertaken, or a situation presented with. A graduate with three years of experience in computer user support, cloud computing, ICT Security, training and networking. Knowledge of setting up a network or other system and experienced in performing maintenance on a regular basis. Extensive familiarity with raw and processed numbers and analytical experience, ready to utilize over four years of experience in IT to excel in any position.

TECHNICAL SKILLS

- Technical support of Operating System- Windows OS
- Computer Network installation and maintenance(LAN & WAN)
- Installation of software and application to user standards
- Cloud computing technologies and database management- Microsoft Azure
- Computer assembling and maintenance
- Implementation of ISMS(Information Security Management System) and QMS(quality Management System)
- Excellent Communicator; great ability to articulate ideas into instruction or information to teammates.
- Web design and website management
- Enterprise Risk Management(ERM) systems such as SAP and Business Continuity Management (BCM) Systems

EDUCATION

KENYATTA UNIVERSITY

Bachelors of Science in Telecommunication and Information Technology, [2ND Class]

Relevant Coursework: [Telecommunications systems, Fiber Optics, Computer Networking, Software Development]

Awards [National Mentorship Program]

NAIROBI, KE

2013-2018

KENYA SCHOOL OF REVENUE AUTHORITY

Diploma in Tax Administration

NAIROBI, KE

2018-Present

LUGULU GIRLS HIGH SCHOOL

[KCSE MEAN GRADE A MINUS]

WEBUYE, KE

2009-2012

CERTIFICATIONS

**Microsoft Azure fundamentals
Management of Learning**

2020

2018

EXPERIENCE

SIGNHUB DIGITAL LIMITED

ICT PERSONELL

NAIROBI, KE

FEB 2022 – PRESENT

- Identifying and investigating network issues, maintained and upgraded hardware and software, and assisted in the server installation.
- Performing data entry using Microsoft Office tools such as MS Word, MS Excel, MS Access
- Carrying out data analysis using advanced excel and data visualization using Microsoft Power BI
- Antivirus installation and virus removal.
- Regular back up of data and ensuring data security
- Supporting the organization with the hardware and software installation such as printers, routers and application software
- Maintenance of ICT inventory and writing of report
- Technical support of QuickBooks accounting software.

DEPARTMENT OF FILMSERVICES-MOICT

ICT INTERN

KISUMU, KE

OCT 2019 – OCT 2020

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintenance of computer systems and networks
- Used remote access-Team Viewer - to perform troubleshooting when needed.
- Talking to staff through a series of actions to help set up systems or resolve issues
- Troubleshooting and repairing of hardware, windows operating systems and applications
- Providing ICT administration and support, including procedural documentation and relevant reports
- Supporting the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues.
- Conducting electrical safety checks on computer equipment.

INSTITUTE OF ADVANCED TECHNOLOGY

END USER TRAINER

NAIROBI, KE

NOV 2018 – SEP2019

- Training clients in various End User applications according to IAT quality and professionally established standards.
- Providing extra guidance to meet individual student needs or to address learning difficulties Assess and grade participants' performance according to the set procedures.
- Maintaining a high standard of discipline in all aspects
- Advising clients on IT-related issues such as Career choice and encourage them to pursue more courses with IAT
- Providing feedback and ideas such as corrections, modifications or improvements to be done in the courseware
- Performing basic troubleshooting and assist the Support staff where possible
- Implementation of computer security measures and guidelines to safeguard information

MINISTRY OF FOREIGN AFFAIRS

ICT ASSISTANT INTERN

NAIROBI, KE

JUN 2018-SEP2018

- Installing and configuring computer network equipment.
- Maintaining network connectivity of all computer workstations.

- Providing network support to users.
- Maintaining servers and associated hardware, applications, services, and settings.
- Implementing and managing disaster recovery and back-up.
- Evaluate and recommend security improvements and system upgrades.
- Identifying, monitoring and recording frequently occurring problems and liaise with the users, project teams and service providers for their resolution
- Maintaining ICT equipment inventory
- Creating and maintaining network users/permissions.
- Creating technical support documentation for systems and applications

VOLUNTEERING ROLE

FRIENDS LUGULU MISSION HOSPITAL

Role

- Providing IT support and network support maintenance.
- Verifying that peripherals are working properly
- Monitoring system performance and troubleshoot any problems.
- Installation and maintenance of software
- Maintaining backup of user data, CCTV and biometric data on various media
- Maintaining company systems
- Ensuring users get timely solutions to IT-related problems.
- Networking and Infrastructure technologies.

WEBUYE, KE

APR 2015 – SEP 2015

References

VINCENT ONYANGO
DEPUTY DIRECTOR -
DEPARTMENT OF FILM
SERVICE
E:onyangov27@gmail.com
P: 0721578627
Period Known: 1 Year

IBRAHIM AHMED
HEAD TIME AND FREQUENCY
LABORATORY- KENYA BUREAU
OF STANDARDS
E:ahmedi@kebs.org /
ibraxmed@yahoo.com
P: 0722913915
Period Known: 1 Year

JACKSON MARIMWA
BRANCH MANAGER-
INSTITUTE OF ADVANCED
TECHNOLOGY
E:jmarimwa@gmail.com
/jmariwa@iat.ac.ke
P: 0724860404
Period Known: 1 Years