

CURRICULUM VITAE

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ABOUT ME

I am a computer and software engineering graduate, a technology conversant passionate and knowledgeable about computer hardware, web development, networking concepts and troubleshooting among others. I have also worked as accounts assistant, sales deputy, customer service representative and as a document imaging specialist.

I am seeking for a position in ICT, customer service, records management, Sales administrator or accounts assistant which will utilize my acquired skills in the above-mentioned fields.

WORK EXPERIENCE

OCTOBER 2023-MAY 2024

Sales deputy manager and accounts assistant at Mumats Kenya.

Duties:

- Development and execution of various company programs and initiatives.
- Utilizing point of sale (POS) systems and other retail to process sales transactions and monitor inventory.
- Carrying out customer care duties by assisting customers regarding company products via phone calls, social media platforms and conducting cold calls.
- Implementing visual merchandising techniques to create attractive displays and maximize product visibility.
- Conducting regular stock checks, replenishing products and coordinating with suppliers for timely deliveries to maintain accurate inventory levels.
- Overseeing day-to-day operations of the wholesale store including managing inventory, ensuring product availability and implementing store management strategies.

Accounts assistant duties:

- Maintaining financial records by recording day-to-day financial transactions and updating accounts receivable and accounts payable.
- Assisting in the preparation of budgets and forecasts.
- Preparing financial statements (balance sheet, income statement and cash flow statements) & Audit support by providing necessary documentation and explanations.
- Carrying out financial analysis to identify discrepancies.
- Processing improvements to identify opportunities for streamlining financial processes.

APRIL 2023- OCTOBER 2023

Customer service representative at Jamii Telecom.

Duties:

- Managing customer queries through SMS, emails, telephone and social media.
- Identifying prime issues and making follow-ups on concerns raised by customers.
- Communicating frequently with the team leader to inform them on the emerging trends in customer calls.
- Keeping records of customer interactions, process customer accounts and file documents.
- Meeting personal/team sales targets and call handling quotas.
- Assisting customers with placement of orders, refunds or exchanges.
- Inform customer of deals and promotions.

OCTOBER 2022- MARCH 2023

RECORDS MANAGER AT CADTECH

Duties:

- Operating scanning equipment's and overseeing the switch from paper to electronic record keeping.
- Performing standard of document before scanning it.
- Classifying and indexing records to prevent confusion from third parties.
- Performing quality assurance of the scanned documents to provide quality work.
- Maintaining, verifying and evaluating existing systems.
- Dealing with enquiries and requests for information from both internal and external clients.
- Ensuring that data is protected.
- Providing training to staff who require access or have responsibility for maintaining records

NOVEMBER 2021-JANUARY 2022

ICT support attaché at Kenyatta University, main campus.

Duties:

- Installation of hardware and software.
- Maintaining and fixing of ICT equipment including L300 N- computing, devices HP printers and scanners.
- Assisting students in accessing Online ICT support services E.g., Student online portal and Corporate Emails.
- Cable Crimping, Installing and configuring network switches and Access points.
- Installation of Antivirus to the desktop computers.
- Setting up new user accounts.

Hands on Achievements:

Software and Database Development

- Designing and creating advanced/multipage websites using HTML5, CSS3 and PHP.
- Developing software using SQL (Structured Query Language).
- Designing and creating relational databases.
- Creating Software components using languages such as C++, JavaScript and Visual Basic.
- Managing developed websites.

PC Maintenance and Repair

- Performing driver updates on both hardware and software.
- Testing motherboards, chips and essential peripheral like PSUs and keyboards.
- Installation/removal of windows Operating systems e.g. Windows 7, 8 & 10.
- Printer, Scanner and general peripheral set up.
- Managing the operating systems (windows xp,7,8,10) and avoiding other bottlenecks like virus infections using various prevention methods. (Installing anti viruses e.g., Kaspersky, MacAfee, Avast)
- Backup systems. E.g., using UPSs to maintain flow of power whenever power goes off.

User Support

- Configuring and Management of new/external users to LAN. E.g., monitoring the network usage.
- Manage files, folders and partitions.
- Using remote control software tools to provide fault resolution and diagnosis e.g., Team viewer
- Creating and maintaining email profiles for users. e.g., Microsoft exchange emails and staff email Accounts

Network Support

- Troubleshooting and maintenance of networks
- Setting up a simple network environment e.g., wireless network
- Crimping of cables (straight through and crossover) using RJ45 and crimping tool.
- Scaling LAN: expanding or contracting as required.

EDUCATION BACKGROUND

September 2020 -September 2021: Nairobi Institute of Business Studies (NIBS)

Advanced Diploma in Computer and Software Engineering

Grade obtained-DISTINCTION

June 2019 - September 2020: Nairobi Institute of Business Studies (NIBS)

Diploma in Computer and Software Engineering

Grade obtained-CREDIT

SECONDARY EDUCATION

2015 - 2018: PRECIOUS BLOOD KAGWE GIRLS' SECONDARY SCHOOL, Kenya Certificate of Secondary Education.

Grade obtained- C(Plain)

PRIMARY EDUCATION

2006-2014: KAMBITI PRIMARY SCHOOL, Kenya Certificate of Primary Education.

Grade obtained- (303)

