

Leslie Mwendwa Musembi

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PROFESSIONAL SUMMARY

Although I am an IT professional with extensive experience in the industry, I also have background in software sales and good customer service experience from my time at Huduma center that I believe make me stand out from others in the field. I am a results-oriented, solution-driven individual with a strong focus on customer satisfaction. I possess a deep understanding of a wide range of technologies and systems with skills ranging from web development, IT maintenance support as well as the ability to manage projects from conception to implementation.

With a strong commitment to staying up-to-date with the latest trends and technologies in the industry, I am confident that I can bring a fresh perspective and innovative approach to your organization. I am a motivated self-starter who thrives in fast-paced environments, and I look forward to the opportunity to contribute to your team's success.

TECHNICAL SKILLS

- Software sales
- Customer service
- IT support and maintenance
- Software Installation, repair and maintenance
- Proficient in Microsoft Office and Other Windows software
- Configuration of computer networks
- Critical problem solving
- Python, Django framework
- HTML, CSS, JavaScript
- Bootstrap (HTML, CSS, JavaScript)
- SQL Databases
- Software sales
- Customer service

EXPERIENCE

IT Intern (October 2018 – December 2018)

Huduma Centre (Eastleigh)

- Researched technical issues thoroughly to complete accurate repair work.
- Configured office computers to the respective servers.
- Troubleshoot office computers and equipment to keep devices operational.
- Shadowed qualified technical team members to develop maintenance and repair skills.

Polling Clerk (August 2022)

Independent Electoral and Boundaries Commission (IEBC)

- Arrangement of polling stations
- Organization of voters
- Overseeing a smooth running of the elections
- Tallying votes

Business Liaison Officer (February – April 2023)

Goraceit Technologies

- Acting as an intermediary between the prospective clients and the business in terms of system requirements
- Finding potential clients
- finding clients and selling them on the services offered by the company and staying in touch with them.
- Introducing new services to existing customers.
- Pitching software for sale to potential clients.

EDUCATION

Bachelor of Science in Information Technology (Graduated 26th November 2021)

Jomo Kenyatta University of Agriculture and Technology

Second class honors, lower division.

ADDITIONAL SKILLS

- Program coding
- Code debugging
- Gather requirements
- Evaluate user requirements
- Problem solving

REFERREES

Allan Wafula

Engineer

Eng.allan.wafula@gmail.com

+254729828256

Allan is an engineer I briefly worked under at Goracit Technologies where he undertook the customer liaison role.

Susan Kibati

Huduma Center

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Susan is a DCI officer. She was stationed at Huduma Center Eastleigh where I undertook my undergraduate industrial attachment.

