Benu Mercy Njoki

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# Professional Summary

Motivated and technically adept Information Systems graduate with hands-on internship experience in IT support and systems administration at the Kenya Revenue Authority through the Presidential Digital Talent Programme. Familiar with Windows OS, Microsoft Office Suite, email systems, and basic networking. Eager to begin a career in IT support and contribute to efficient service delivery in a fast-paced IT environment.

# Core Competencies

- Windows & Office 365 Administration  
- Incident Logging & Escalation  
- Email Systems (Outlook)  
- Networking Fundamentals (TCP/IP, DNS)  
- Customer Support & Communication  
- Technical Documentation & Reporting  
- SLA Awareness and Team Collaboration

# Professional Experience

Information System Security Intern – Presidential Digital Talent Programme (PDTP Cohort VIII)  
Kenya Revenue Authority (KRA)  
Jan 2024 – Dec 2024  
- Supported internal users with troubleshooting and resolution of technical issues across systems.  
- Participated in systems maintenance, workstation setup, and documentation of IT processes.  
- Logged and escalated incidents through the helpdesk platform and provided user feedback.  
- Gained exposure to enterprise IT infrastructure and service delivery best practices.

# Education

Bachelor of Science in Computer Science  
Kirinyaga ,Kirinyaga  
Graduated: 2021

KCSE mean grade: B (plain)  
Vanessa Grant Girls School, Nakuru  
Graduated: 2016

# Certifications

- AWS Certified Cloud Practitioner – Jan 2025

# Technical Skills

- Windows OS, Microsoft Office Suite, Exchange  
- Basic networking: DHCP, DNS, TCP/IP  
- Familiar with helpdesk tools and ticketing systems  
- Troubleshooting and escalation  
- Documentation and user support

# Projects & Achievements

- Successfully supported day-to-day IT operations during internship at KRA.  
- Assisted in the compilation of weekly and monthly departmental reports.