

# MARK MADAGA

# M.M

## CONTACT INFO



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## SOCIAL MEDIA LINKS



[www.linkedin.com/in/mark-madaga-66884a164](https://www.linkedin.com/in/mark-madaga-66884a164)



<https://github.com/mkadenge>



[https://twitter.com/Kadesh\\_mark](https://twitter.com/Kadesh_mark)

## About me.

A tech support expert with great technical skills who is bright, talented, and ambitious who comes from a disciplined background and has the capacity to work with the little to no supervision having access to a variety of technologies and being able to be crucial in determining the source of hardware and software issues and to make sure that effective solutions achieve organizational goals. Being an excellent team player, deadline-driven, able to organize and convey complex information answers that are precise and obvious. Looking for a career as an appropriate IT support professional with a successful and dynamic company that offers possibility for advancement

## Experience.

### Rocham Enterprises LTD.

MARCH 2020 – NOVEMBER 2020

#### ICT SUPPORT INTERN

##### Duties:

- Responsible for end-user desktop support, and the maintenance of servers and other networked devices.
- Advised staff and Members on their use of standard IT applications
- Setting up workstations with computers and necessary peripheral devices
- Develop and maintain local networks in ways that optimize performance.
- Maintain records/logs of repairs and fixes and maintenance schedule

### Ronalds LLP

June 2021 – May 2022

#### ICT TECHNICIAN



##### Duties:

- Responsible for end-user desktop support, and the maintenance of servers and other networked devices.
- Updates the register of IT assets and contributed to audits of IT licensing arrangements.
- Coordinated IT equipment bookings and maintained equipment in a suitable condition for loan.
- Provide remote and on-site support for all desktop and network related issues, for hundreds of managed services business clients.
- Checking computer hardware (HDD, mouse, keyboards etc.) to ensure functionality
- Installing and configuring appropriate software and functions according to specifications
- Ensure security and privacy of networks and computer systems

## Languages

- English ★★★★★
- Kiswahili ★★★★★
- Spanish ★★

## Personal Skills

- Teamwork
- Motivation
- Disciplined
- Accountability
- Flexibility
- Attentive
- Keen listener
- Analytical

## Education

### BSc. Applied Computer Science

Minor in Psychology

United States International University

Fall 2018 – Summer 2022



### High School Avg: C+

Sacho High School

2013 - 2016

## Skills

- Hardware ★★★★★★
- Technical ★★★★★★
- Troubleshooting ★★★★★★
- Customer Service ★★★★★
- Linux ★★★★★
- VMware ★★★★★★
- Windows Server ★★★★★
- Software ★★★★★★
- Communication ★★★★★★
- Cybersecurity ★★★★★
- Microsoft 365 ★★★★★
- Network ★★★★★

## Reference

### James Ambani

CEO, Value Villages Food and Leather

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### Doreen Alivitsa

Director, Imperial Registrars

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