

CV

# MUTUMA MOSES

## INFORMATION TECHNOLOGIST

### CONTACT

+254 757 138 067

mosesmutuma709@gmail.com

342-01000, Thika, Kiambu

### EDUCATION

2019 - 2023

MOUNT KENYA UNIVERSITY

Bachelor of science in information technology

2015 - 2018

ST. PAUL'S HIGH SCHOOL

- Grade B-

### SKILLS

- Troubleshooting
- Network setup
- MS Office skills
- Linux and Windows
- Software installation
- Good communication
- Problem-solving
- Teamwork
- Time management
- Technical support

### LANGUAGES

- English (Fluent)
- Swahili

### PROFILE

As an enthusiastic and detail-oriented IT professional, my career objective is to leverage my knowledge in information technology to support, maintain, and improve organizational systems and processes. I aim to contribute to the efficiency and security of IT infrastructure while continually learning and adapting to emerging technologies. With a strong foundation in troubleshooting, system administration, and user support, I am committed to providing innovative and practical solutions that align with business goals and enhance overall productivity.

### WORK EXPERIENCE

#### FAIBANET CYBER THIKA

JAN 2024 - APRIL 2025

##### Cyber attendant

- Managed customer support and technical assistance, resolving 30+ customer issues per month
- Troubleshooted basic computer and network issues, ensuring 95% uptime
- Installed and updated software, improving system efficiency by 20%
- Assisted customers with internet browsing and online services
- Handled cash transactions and managed payments

#### TWIGA FOODS LIMITED

Nov 2023 - Dec 2023

##### Sales Agent

- Promoted and sold products to clients, achieving a 25% sales increase within 2 months
- Registered new clients in the system, expanding the customer base by 15%
- Handled customer inquiries and resolved concerns

#### EQUITY CENTRE HEADQUARTERS, NAIROBI

June 2023 - Aug 2023

##### Divideds Cheques Printing

- Printed and sorted dividend cheques, ensuring 99% accuracy
- Dispatched cheques to designated postal offices

#### MAUA METHODIST HOSPITAL

June 2022 - Aug 2022

##### ICT Attachee

- Installed and maintained hardware, software, CCTV, and networking infrastructure
- Designed and set up network backbone, switches, and Wi-Fi access points
- Provided staff support for IT-related issues
- Troubleshoot computers, printers, and CCTV camera networks

### REFERENCE

#### Dr. John Kamau

Dean, MKU

Phone: +254701 851 333

Email: jkamau@mku.ac.ke

#### Mr. Philip Chabari

Manager C&F Equity Bank

Phone: +254763 649869

Email: philip.chabari@gmail.com

#### Mr. David Babengi

Manager Legal Dept Equity

Phone: +254725 242171