

Newton Nyamosi Opera

I.T Support Specialist

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Summary

Highly skilled and adaptable IT Support and Networking professional with a strong background in technical support, data entry, and network security. Adept at troubleshooting hardware and software issues, managing and securing networks, and ensuring smooth system operations. Experienced in delivering excellent customer service, documenting technical issues, and maintaining high data accuracy. Proficient in supporting various operating systems, network configurations, and security protocols. Known for quickly identifying problems, implementing solutions, and maintaining a secure and efficient IT environment. Excellent communication skills with a commitment to user satisfaction and system reliability.

Certifications

- **Google IT Support Professional Certificate** – Oct 29, 2024
 - **Responsive Web Design** – Feb 23, 2023
 - **Fundamentals Of Networking** – May 03, 2022
 - **The Basics Of Ethical Hacking** – Jan 24, 2023
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Experience

Front-End Web Developer (Freelance)

LAGC Sotik Church, Bomet, Kenya

Jan 2024 – Feb 2024

- Designed and implemented responsive, user-friendly websites enhancing the church's online presence.

- Developed layouts optimized for performance across multiple devices.
- Collaborated with stakeholders to tailor design to organizational needs.
- Provided ongoing support and maintenance to ensure smooth website functionality.

I.T Support Intern

Kericho County Referral Hospital, Kericho Town

Jan 2021 – Apr 2021

- Configured IP addresses, Ethernet connections, and tested network strength.
- Troubleshooting network issues and managing Local Area Network (LAN) connections.
- Installed and maintained IT systems ensuring operational efficiency.

Data Entry Intern

Kericho County Referral Hospital, Kericho Town

Jan 2021 – Apr 2021

- Accurately entered and updated patient records and hospital data into electronic databases.
- Performed data verification and maintained data integrity.
- Collaborated with administrative staff to improve data processing workflows.

Education

Diploma in ICT

Mathenge Technical Training Institute, Othaya, Nyeri

Jan 2019 – Nov 2021

Skills

- Digital Marketing
 - Advanced Excel & Word
 - Microsoft Office Suite
 - Communication Skills
 - Problem Solving
 - Social Media Management
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Hobbies

- Reading Books
 - Writing Tech Blogs & Articles
 - Playing Basketball
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References

- **Mutai Kevin** – ICT Officer, Kericho County Referral Hospital | 0722 951 490
- **Kevin Kiplang'at** – IAGC Sotik | 0726 507 878
- **Ben Rono** – IAGC Kericho | 0720 101 591