Peter Mwita
IT Specialist
+254717384542
pmwita2017@gmail.com
linkedin.com/in/peter-mwita
github.com/pmwita

Professional Summary

Dependable and goal-oriented IT Specialist with 5+ years of experience maintaining in-house IT systems and providing comprehensive customer support. At XYZ Global, saved 4 workhours a week for a team of 15 specialists through creating scripts to automate scheduled system patching.

Work History

Senior IT Specialist
XYZ Global, Nairobi, KE
Jan 2018–Present

- Maintained 250+ Windows computers and peripherals, including all configuring and monitoring. Worked with vendors to cut equipment costs by 20%.
- Installed 200+ desktop computers during a company-wide upgrade.
- Improved the overall network capabilities by 18% through designing and implementing new connectivity network configurations.
- Spearheaded hardware and software upgrade rollouts.

Key achievement: Wrote scripts to automate scheduled system patching. Saved 4 hours a week.

IT Support Specialist
Zero Web, Nairobi, KE
Dec 2015–Dec 2017

- Provided Help Desk-based IT phone support to end-users for a fast-paced web hosting firm, including troubleshooting, server support, and customer service.
- Maintained 15% above average customer satisfaction in post-call surveys. Used deep compassion and listening skills for the best customer experience.
- Became a trusted resource through high-level problem-solving skills. Solved customer issues with 12% more success than the company average.
- Kept 250 employees up and running on Windows 10.

Junior Desktop Support Engineer
Calumcoro Medical, Nairobi, KE
Jan 2014–Dec 2015

- Handled all desktop support issues in a high-volume manufacturing firm.
- Handled trouble tickets 25% faster than other desktop support engineers.
- Commended by management for exemplary troubleshooting skills.

Education

BSc, Computer Science
Multimedia University of Kenya, Nairobi, KE
Nov 2017

Key Skills

- System Administration
- Network Configuration
- Software Installation
- Troubleshooting
- Windows Environment
- Customer Service
- Technical Support

Certifications

- 2016, CompTIA A+
- 2019, MS Server