**OBJECTIVES**

*IT professional with strong academic background.*

# **KEY SKILLS**

* + Technical Troubleshooting
  + Software Installs
  + Phone & Online Support
  + User Training/Support Problem Diagnosis
  + Hardware Configurations
  + Customer Service

# **TECHNOLOGY PROFICIENCIES**

Software: MS Office (Word, Excel, Outlook, Access) Browsers: Internet Explorer, Firefox, Chrome, Safari.

Hardware: PCs, Laptops, Telephony Systems, Printers, Routers, Modems Languages: English and Kiswahili.

# **EDUCATION**

## Porter And Chester Institute (Stratford, CT) Graduate in April 2017

* Technical Diploma in Computer Networking and Technology. GPA: 3.59/4.0 Concurrent Internship with Porter and Chester Institute:
* **Student Help Desk Technician** (April 2016 to April 2017):Provided computer and networking related repair services thought out the campus to students and faculties. Identified hardware and made changes (ex. Locating switches and cable boxes). Performed user support which included virus removal, and Software updates. Resolved issues with workstations, Working knowledge of computers, printers, laptops, and common windows applications. Knowledge and familiarity with computer security, malware and threat detection/awareness/removal

# **EXPERIENCE**

## Success Systems-Norwalk CT

Customer Support Analysis (August 2017-May 2018)

* Customer Support analysis for developed, sold and/or supported software and Hardware.
* Basic SQL Sever Database Maintenance.
* Multi-tasking between projects, back office installations and client web training.
* Assisting Help desk with Q&A.
* Software Testing/On-site servicing and Register Installation
* Network & PC Diagnostics.
* Working knowledge of Windows 7 Desktop Support.
* Supporting remote users including executive level using Team Viewer.

## Innovative Network Solutions-Stamford CT

Network Operations Center Technician (June 2017- August 2017)

* Imaging, replacing, and troubleshooting desktops and laptops.
* Working knowledge of desktop support for Mac OS Lion & up.
* Document issue resolution using ticketing systems.
* Support current customer base with technical capacity.

• Provide support and training for users.

• Install, configure and test software and hardware.

• Install software patches and upgrades as required.