

STEVEN OCHIENG

CAREER OBJECTIVE

Enthusiastic IT undergraduate with a strong passion for technology and a commitment to learning, seeking an IT Intern position to provide technical support, troubleshoot hardware/software issues, and contribute to the growth of a dynamic IT team.

CONTACT DETAILS

Telephone contact	+254708940074
City	Nairobi, 00200, Kenya
Email	steven.ochieng432@gmail.com
LinkedIn	https://www.linkedin.com/in/steven-ochieng-aa11b721a/
GitHub	https://github.com/stevencodeblooded
Portfolio	https://stevencodeblooded.netlify.app/

EXPERIENCE

Technical Support Attaché, Kenyaweb.com Limited

May 2022 - Aug 2022 | Nairobi, Kenya

- Provided technical support to over 60 clients via telephone and email communication, resolving an average of 15 software and hardware infrastructure issues weekly with a 95% resolution rate.
- Efficiently troubleshooted network failures, identifying and resolving both internal and external network issues, resulting in a 20% reduction in network downtime for clients.
- Managed domain names, including registration, renewal, transfer, and updating records for over 30 clients, ensuring seamless accessibility of emails and websites.
- Successfully maintained email systems, addressing security issues, misconfiguration, and viruses, enhancing data integrity and minimizing email-related incidents.
- Conducted comprehensive PC support, including maintenance, servicing, repair, and upgrades for 30+ clients' systems, resulting in improved overall system performance.
- Assisted in orientation and training new interns, facilitating their integration into the organizational culture and contributing to their professional growth.

EDUCATION

1) BSc. Computer Science, Pwani University, Kilifi (Expected Graduation: October 2023) 26th Aug 2019 - 30th May 2023

2) Certification in Computer Proficiency, Augur Computer College, Voi - Taita Taveta 4th Jan 2019 - 7th Mar 2019

3) Secondary Education: St. Marks Secondary School, Obambo, Kisumu 20th Mar 2015 - 18th Nov 2018 (mean grade: B plain)

4) Primary Education: Buoye Primary School, Kisumu 9th Apr 2012 - 6th Nov 2014 (total score: 322/500)

PROJECT

Rent My Space | HTML, CSS, JavaScript, MYSQL, PHP

- Developed a web app that allows users to list apartments for others to book.
- Utilized stripe payment integration for convenient booking transactions.
- Live website : <https://rentmyspacewebsite.000webhostapp.com/>

OrganizeHR

- Developing a comprehensive HR management application, 'OrganizeHR,' optimizing HR processes and user experience.
- Live Website: <https://organizehr.netlify.app/>

ACHIEVEMENTS

- Received positive feedback from clients and colleagues during my industrial attachment at Kenyaweb.com Limited for providing exceptional customer service and technical assistance
- Engaged as a volunteer at Augur Computer College, where I provided extensive training in computer networking, Operating Systems, and group projects to new students.

TECHNICAL SKILLS

- **IT Support:** PC Support and Repair, Network Troubleshooting, Administrative Tasks
- **Infrastructure and Systems Management:** Domain Management, Email System Admin.
- **IT Security:** Computer Network Security and Operating Systems
- **Backup and Recovery:** Proper Documentation, Data Backup and Restoration Procedures
- **Tools and Version Control:** Visual Studio, Remote Desktop Tools, Zoom, Git, GitHub

REFEREES

Dr. Leonard Kiti Alii - COD, Department of Computer Science, Pwani University
0722917294 | i.ali@pu.ac.ke

Ms. Caren Nangami - Assistant Systems and Network Administrator, Kenyaweb.com Limited
0724767391 | c.nangami@kenyaweb.com