

SYLVIA ADOYO KIZITO

PROFESSIONAL SUMMARY

Technical Support with a passion for problem-solving and a strong foundation in IT seeking to leverage five months of experience to excel in a challenging technical support role. Proven ability to provide exceptional customer service and resolve technical issues efficiently. Entrepreneurial experience running a successful clothing resale business demonstrates strong initiative, communication and financial acumen.

SKILLS

Technical Skills: -	Customer support: -	Business management: -
<ul style="list-style-type: none">• Troubleshooting• Software support• Hardware maintenance• Networking	<ul style="list-style-type: none">• Communication• Problem solving• Active listener• De-escalation technique	<ul style="list-style-type: none">• Market research• Inventory management• Social media marketing• Microsoft office suite

WORK HISTORY

TECHNICAL SUPPORT ATTACHEE 01/ 2024 – 5/2024
MOMBASA LAW COURTS, MOMBASA, KENYA

- Observe and understand the role of ICT in supporting court operations and case management. Gained firsthand experience in the operation and management of an ICT infrastructure in a legal environment.
- User support: Assisting court staff with technical issues related to computers, software, and network connectivity.
 - Hardware and software management: Maintaining and updating computer systems, installing new software, and troubleshooting hardware problems.
 - Software application management: Learned about the court's case management system and other legal software applications. Observed the processes involved in user access management and software updates
 - Data management: Assisting with data backup and security procedures for court records and case information.
 - Assisted with the daily monitoring of the Ajiira Production in almost 20 stations in Kenya and mainly in the coastal region
 - Network administration: Supporting the local area network (LAN) infrastructure, ensuring network security, and troubleshooting network connectivity issues.
 - Network maintenance: Assisted with basic network maintenance tasks, such as monitoring network performance, identifying and resolving connectivity issues, and updating network devices with firmware patches.

- Supporting the implementation and use of a Case Tracking System (CTS) for tracking legal proceedings.
- Participated in the training session of E-Filing, assisted customers in the opening of their E-Filing account and uploading of the files into their E-Filing account.

FOUNDER 07/2020 to January 2024

Heaven's Best Look, Nairobi, Kenya

Demonstrated exceptional customer service by communicating and delivering to clients nationwide, resulting in a phenomenal growth rate of 70% within four years.

- Handled customer relations issues, enabling quick resolution, and client satisfaction.
- Resolved customer issues quickly to close deals and boost client satisfaction.
- Retained excellent client satisfaction ratings through outstanding service delivery.
- Developed and maintained comprehensive understanding of products, services and competitors to enhance sales presentations.
- Developed and implemented sales strategies to increase profits.
- Used customer insights to develop innovative sales strategies to increase sales.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Generated weekly and monthly reports on sales performance to provide recommendations to meet sales goals.
- Built relationships with customers and community to promote long term business growth.
- Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.

RECEPTIONIST ADMINISTRATOR 07/2020 to 09/2022

Laazizi logistics and supplies, Nairobi, Kenya

- Answered incoming calls, directing clients to individuals addressing specific needs.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Handled complaints and questions, and re-directed calls to other team members.
- Acted as first point of contact and set appointments for prospective clients.
- Took delivery of packages and documents, applying appropriate internal policies relating to chain of possession.
- Guiding laborers in sorting, organizing and storing inventory in their proper locations as required in the quality control guidelines.
- coordinating staff meetings and transport arrangements as requested.
- Report writing, filing and distributing staff meeting minutes.
- Responded to 10-15 customer emails in a day
- Delegated tasks to administrative support staff to organize and improve office efficiency.

EDUCATION

HARVARDX CS50 IN EDX, ONLINE

INTRODUCTION TO COMPUTER SCIENCE,

- **Week 0:** Introduction to Scratch (visual programming language)
- **Computational Thinking:** Problem-solving strategies, algorithms, and abstraction.
- **Computer Systems:** Binary, ASCII, memory, and data representation.
- **Programming Fundamentals:** Variables, conditionals, loops, functions, and more.
- **C Programming:** Introduction to a low-level language for understanding core concepts.
- **Data Structures:** Arrays, linked lists, stacks, queues, and trees.
- **Python Programming:** A high-level language for versatile applications.
- **SQL:** Structured Query Language for database management.

- **Web Development Basics:** HTML, CSS, and JavaScript for building interactive web pages.
- **Software Engineering & Design:** Code reusability, maintainability, and best practices.

Catholic University of East and Eastern Africa, Nairobi, Kenya

Associate of Applied Science, Information Technology, Expected in 5/2025

- **Fundamentals:**
 - Introduction to Computers & IT: Hardware, software, operating systems, basic IT concepts.
 - Computer Applications: Proficiency in word processing, spreadsheets, presentations, and database software (e.g., Microsoft Office Suite).
- **Networking:**
 - Network Fundamentals: Network types, topologies, protocols, network devices (routers, switches, etc.).
 - Data Communication & Security: Network communication methods, data security principles, network threats and mitigation.
- **Programming:**
 - Introduction to Programming: Programming concepts, problem-solving techniques, basic programming language (e.g., C++, Visual, Java).
 - Advanced Programming: Concepts like object-oriented programming, data structures, and algorithms.
- **Database Management:**
 - Database Fundamentals: Introduction to databases, relational databases, SQL (Structured Query Language).
 - Database Design & Administration: Database design principles, data modeling, database administration tasks.
- **Web Technologies:**
 - Introduction to Web Design: HTML, CSS, JavaScript basics.
 - Web Development: Frameworks like CSS stylesheet or Node.js.

Supporting Subjects:

- **Communication Skills:** Effective written and verbal communication for technical documentation and presentations.
- **Systems Analysis & Design:** Understanding user needs, designing and implementing IT solutions.
- **Project Management:** Project planning, execution, and management techniques.
- **Mathematics:** Discrete mathematics or other relevant math courses for specific IT fields.

Additional Information:

- **Practical Labs:** Hands-on experience with hardware, software, and programming tool.

Compuera Mangu Girls School, Nairobi, Kenya

Kenya Certificate of Secondary School (KCSE), 2013 - 2016

ACCOMPLISHMENTS

- Collaborated with team of 3 in the development of company's website.
- Responded to 10-15 customer emails in a day and that increased sales by 15%.
- Improved on the filing system.
- Resolved product issue through consumer testing.
- Successfully assisted in Daily monitoring of the Ajiira Digital Kenya in almost 20 stations in the coastal region.

ADDITIONAL INFORMATION

- Took an online certificate course in customer service and administration at Florence Academy UK.
- Took an online certificate course in manual handling at Florence Academy UK.
- Currently taking a German Course in Duolingo since January/2024

LANGUAGES

English:

C2

Proficient

Kiswahili

Proficient

German

Elementary