APPLYING FOR IT SUPPORT TECHNICIAN

S T E P H E N   M W A N G I   M U G U K O

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CAREER OBJECTIVE

Looking to build on this extensive range of professional skills within a suitably challenging role, keen to achieve further professional development through self- development and experience. I deliver these abilities to achieve my tasks and objectives to produce highly professional quality work within my organization renowned internationally for its excellent performance while gaining personal satisfaction and growth.

EMPLOYMENT HISTORY

Global Staffing Solutions (Afghanistan) February 2018 to Aug 2019
Position   IT Support
Job Profile

- Testing the compatibility of new programs with existing programs.
- Combining data, evaluating options and recommending courses of action when working to achieve an objective.
- Testing new programs, compares programs and makes modifications in order to improve systems.
- Evaluating any software that is supplied by a third party vendor by testing compatibility with existing hardware and software.
- Loading software into a computer and executes necessary commands for testing it.
- Establishing hardware connections and executes necessary commands for testing it.
- Training users, answers question and interprets instructions in order to ensure that end users are familiar with how hardware and software works.
- Testing computer components to maximize capability.
- Designing an operating instruction for end users.
- Documentation of hardware and software changes for future reference.
- Keeping operations and client information confidential according to company protocol.
- Attending educational workshops, seminars and conferences in order to continue his or her knowledge of information technology.

Atlantis The Palm (Dubai) April 2011 - Oct 2017
Position   IT Support Helpdesk/Technician
Job Profile
- Deploy new workstations, Scanners and printers, installing operating systems, applications, and drivers, and configuring network and hardware.
- Working with IT colleagues and vendors on the development and revision of the IT system support strategies in order to ensure that the systems are up and running 100% of the time.
- Windows maintenance, dual booting, upgrade & update the windows.
- LAN installation and troubleshooting.
- OS Installation Win 7/8/10 and Apple IOS
- Disk Management and partitions.
- Basic Networking, Map drive, Data sharing.
- Remote desktop and Remote assistance
- VNC and team viewer configuration.
- Assist users and IT staff in maximizing the usage of desktop technology by providing general software and hardware 'help desk' and training assistance
- First line support for all desktop and laptop users via calls or emails.
- Provide user support of Microsoft products such as Office (various versions)
- Logs, documents and maintains records on Information Technology customized application Hotsos and action on the task within our SLA standards.
- Respond to and log calls, escalating calls as required with key support vendors
- End user and product support for printers and photocopiers
- Provide AV support and presentation projectors support to staff/Guests
- Manage and set up new hardware following IT policies and procedures
- Experience of SQL Server and Exchange Server 2012, Active Directory with a Hyper V environment
- Maintain active directory Application (NetIQ) for the all the users and assist in updating
- Carry out duties to help support the WRU/MS mission statement in line with the Company's Values

Bravura Computer Studies (Kenya) (May 2007 – Jan 2008)
Position   IT Helpdesk / Customer Service
Job Profile
- First line support for all desktop and laptop users via calls or emails.
- Creates course outlines and writes instruction and review handouts for each of the different course.
- Manage and set up new hardware following IT policies and procedures
- End user and product support for printers and photocopiers
- Assures that the computer equipment is properly used.
- Provide user support of Microsoft products such as Office
- Trains and supervises volunteer facilitators on various software's newly installed
- Supervises use of computer equipment during lab hours.
- Performs other related duties as assigned.
- Respond to and log calls, escalating calls as required with key support vendors
- End user and product support for printers and photocopiers
- Manage and set up new hardware following IT policies and procedures

TRAINING

- Data Protection 2018
- Human Recourses Level 4
- Advanced Digital Marketing Course Level 4
- Customer Relations Management Level 3
- International Human Rights
- Warm Service (Atlantis, The Palm Hotel)
- Engaging Service (Atlantis, The Palm Hotel)
- Workplace Ethics (Atlantis, The Palm Hotel)
- Change Your Attitude (Atlantis, The Palm Hotel)
- The leadership skills (Atlantis, The Palm Hotel).
- Awarded Computer Application Packages & Hardware/Software Support.
- Awarded Atlantis Brand Promise Certificate
- Awarded Fire & Safety Training Certificate (Dubai Police)
- Awarded Twice Atlantis Star performer of the Month
- Awarded Atlantis Loyalty Certificate after 5yrs of service

PROFESSIONAL QUALIFICATION:

Kenya Polytechnic University College
Diploma in Information Technology (Module One)

High School Education
Eastleigh High School, Kenya.
Kenya Certificate of Secondary Education

PERSONAL DETAILS:

Nationality: Kenyan
Languages: High Level reading and writing English, Swahili
Visa Status: Visit Visa
UAE Driving License