CONTACT

LEVIS BANGUA CHOMBA

📍 Nairobi, Kenya

📞 0724116979

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OBJECTIVE

Diligent, determined and a flexible worker who is eager to leverage my expertise in computer science to contribute effectively to innovative projects, utilizing my strong analytical skills, problem-solving abilities, and passion for technology to drive impactful solutions and advance the field of computer science.Passionate about customer service.Motivated to learn and achieve organizational as well as individual goals.

EXPERIENCE

August 2023 - December 2023

- **IT Support**
Kenyatta University
Responsibilities:
•Technical Support:
Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
•Troubleshooting:
Diagnose and resolve technical hardware and software issues.
•System Maintenance:
Perform remote troubleshooting through diagnostic techniques and pertinent questions.
•Installation and Configuration:
Install, modify, and repair computer hardware and software.
Set up and configure new hardware, software, and peripheral equipment.
Network Management:
•Monitor and maintain computer systems and networks.
•Documentation:
Maintain detailed records of issues and solutions in logs.
•Document technical knowledge in the form of notes and manuals.
•User Training:
Develop and provide user support materials and documentation.
•Software Management:
•Assist with the installation, configuration, and ongoing usability of system software and applications.
•Update software applications as required.
Security.
•Performance Monitoring:
Monitor and maintain computer systems and networks to ensure optimal performance.
•Client Support:
Provide support to clients via email, phone, and in-person visits.
Ensure timely and effective resolution of client issues and requests.

EDUCATION

2022-2024

- **Zetech University**
Diploma in Computer Science

2021-2022

- **Zetech University**
Certificate in Information Technology

2020-2021

- **Jomo Kenyatta University of Agriculture and Technology(JKUAT)**
JAVA SE8

2020-2021

- **Jomo Kenyatta University of Agriculture and Technology(JKUAT)**

Python Programming

2015-2019
- **Akirangondu Boys Secondary School**
  High School Diploma
  KCSE(Mean Grade D+)

SKILLS

- Computer Science skills - •Programming languages •Data structure and Algorithms •Software Development •Web Development •Cybersecurity •Problem solving skills
- Customer Skills- •Ability to use positive language •Exellent communication skills •Patience •Taking responsibilities •Persuasive speaking skills
- Soft skills- •Critical and creative thinking •Problem solving •Leadership qualities •Ability to interact well with others •Strong writing, editing and communication skills in English

INTERESTS

- Learning new things on software development
- Socializing and creating new friends

REFERENCE

- **Michael Mbaluka - Kenyatta University**
  Head of IT hardwares and Labs
  0719366515

- **Peter Osumba - Zetech University**
  Registrar Academics
  0721211174