|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Weiss Lumumba  Information and Communication Technology Professional     |  | | --- | | **Contact** |     Address  Nairobi, Kenya  Phone  +254 74200 8998  E-mail  weissstephen98@gmail.com     |  | | --- | | **Technical Profile** |      * Programming and Software Development * System and Network Administration * Database Management * IT Infrastructure * Web Technologies * Data Analytics * Software and System Integration * Troubleshooting and Debugging * Documentation * Compliance and Regulatory Knowledge      |  | | --- | | **Competencies** |      * Technical Proficiency * Vulnerability Assessment and Management and Incident Response * Cloud Platforms * Data Analysis * Time Management * Communication Skills * Adaptability * Teamwork and Collaboration * Continuous Improvement * Ethics and Integrity | **Professional Summary**  Enthusiastic and results-oriented ICT professional with entry-level experience in providing technical support, maintaining computer systems, and troubleshooting network issues. Possess a strong understanding of hardware and software concepts, as well as the ability to learn new technologies quickly. Demonstrated proficiency in Microsoft Office Suite and cloud-based applications. Proven ability to work independently and as part of a team to meet deadlines and achieve objectives. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Seeking an entry-level position in a dynamic ICT environment to further develop skills and contribute to the success of the organization.    **Work History**     |  |  |  |  | | --- | --- | --- | --- | |  | 2021-03 –  2022-11 |  | **IT Assistant |** *Ministry of Lands, Nairobi*   * Provided technical assistance to end-users, troubleshooting hardware and software issues, and resolved technical problems. * Assisted in the setup and maintenance of computer networks, including troubleshooting network connectivity issues and ensuring the overall stability of the network. * Installed, configured, and updated software applications on computers and ensured that they were properly licensed. * Performed routine maintenance on computer hardware, including desktops, laptops, printers, and other peripherals. Diagnosed and repaired hardware issues as needed. * Implemented and maintained data backup procedures to prevent data loss, as well as developed and tested disaster recovery plans. * Assisted in the implementation and maintenance of IT security measures, including antivirus software, firewalls, and user access controls. * Provided training to end-users on the use of hardware and software applications to enhance their proficiency and productivity. * Created and maintained documentation for IT systems, procedures, and configurations to ensure that information was readily available for reference. * Kept track of IT assets, including hardware and software inventory, and assisted with procurement activities. * Collaborated with other IT professionals and departments within the organization to address complex issues and implement new technologies. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-06 –  2018-12 |  | **Data Entry** | *Impulse Promotions*   * Entered data accurately and efficiently into a variety of databases and spreadsheets. This included customer information, sales figures, and inventory levels. * Maintained data integrity by verifying and correcting data as needed which helped to ensure that the data was accurate and up-to-date. * Prepared reports and presentations using data from the databases and spreadsheets which helped to communicate important information to management and other stakeholders. * Responded to inquiries from customers and other stakeholders by providing information about products, services, and account statuses. * Followed company policies and procedures to ensure that the company was operating in a safe and efficient manner. * Developed and implemented department policies and Standard Operating Procedures (SOP). * Maintained data entry team access log-ins and granted system permissions to approved employees. * Created reports, presentations, and other materials for executive staff. * Identified opportunities to streamline processes and improve office operations and efficiency. |     **Education**    **Diploma in ICT**  *Daystar University Campus*  2017-2023  **Kenya Certificate of Secondary Education (K.C.S.E)**  *Booker Academy*  2013-2016  **Kenya Certificate of Primary Education (K.C.P.E)**  *Rockfields Junior School*  2009-2012    **Referees**    Mr. B.G. Mutuguta – HOD, Mathematics and Sciences  - +254 722 351733  - [info@kism.ac.ke](mailto:info@kism.ac.ke) |

.