

## Profile

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A dedicated IT professional with expertise in Microsoft Office Suite, web design, Canva, Microsoft Power Platform, Copilot, and knowledge transfer. Passionate about innovation and continuous learning, I thrive in dynamic environments that challenge me to solve problems creatively and optimize systems for efficiency. Detail-oriented and highly perceptive, I excel at building meaningful connections, translating complex ideas into practical solutions, and driving impactful results. Guided by integrity and a solutions-focused mindset, I am committed to fostering productivity, well-being, and growth in every environment I contribute to.

## Work Experience

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### ICT Assistant - International Organization for Migration (IOM) Kenya - September 2023-Date

- Issue ticket ownership – open, update, and close tickets assigned, meeting or exceeding Service Level Agreements (SLA) within the FreshDesk Ticketing System
- Take ownership of user problems and be proactive when dealing with user issues.
- Provide Tier 1 level technical support such as immediate diagnosis and workarounds for reported incidents.
- Log all actions and steps taken to respond to an incident or to complete a request.
- Assist in determining root causes and propose resolution for problems raised by reported incidents.
- Escalate to Tier 2 technical support and supervisor when necessary and accordingly to identified priority levels.
- Provide support for planned technology upgrades for network, systems and applications.
- Provide end-user training when assigned.
- Perform agreed tasks and collaborate with relevant units, when assigned, for joint development and delivery of new applications, systems and networks.
- Establish technical relationship and collaboration with other pertinent department/units to identify opportunities for optimizing business and system effectiveness.
- Assist with managing the video conference calls and set-up, operate and troubleshoot the AV/projection/conferencing equipment, devices and systems. Provide on-site support for audio and video conferencing technology for meetings and conferences through Zoom and Microsoft Teams Platforms.
- Participate proactively in face-to-face shift turnover meetings and contribute to ensure continuity of the support service.
- Assist in renaming distribution list and shared mailboxes for standardized naming convention.
- Data cleaning of company machines for donation.
- TeamViewer application use for remote support
- Set up Logitech Rally Bar devices for the office conference room to enhance the video conferencing experience, making sure all equipment is correctly installed and configured.
- Slido app for interactive collaboration during PowerPoint presentations.
- Perform such other duties as may be assigned.

prevention for all systems in the mission, downloading the latest Anti-Virus signatures for data protection.

- Assisted in administering the security of various network components by providing users with the necessary access to their respective LAN and Communication systems.
- Assisted in the maintenance of the telephone systems.
- Kept record of the office's ICT inventory for hardware and software safeguarding media and licenses.
- Provide biometric system management functions including set-up, installation, monitoring or adding application, users, and devices, modifying user profiles, resetting passwords and file system maintenance.
- Assisted with managing the video conference calls and set-up, operate and troubleshoot the AV/projection/conferencing equipment, devices, and systems. Provide on-site support for audio and video conferencing technology.
- Performed other duties as assigned.

### **Sales Associate - GloboEdge Solutions, Apple Authorized Reseller -August 2021- November 2022**

- Ensured customer satisfaction by handling product returns and repairs in a timely and professional manner.
- Created a welcoming and positive environment for existing, new, and potential customers to foster loyalty and repeat sales.
- Informed clients about current promotions and products and used persuasive selling techniques to increase sales.
- Assisted customers in finding requested items and escorted them to the checkout line.
- Coached and mentored new hires on company processes, product knowledge, customer service and selling techniques.
- Processed POS transactions accurately and efficiently, and returned change, cards, and receipts to customers.
- Resolved customer issues by recommending relevant products and services that met their needs.
- Maintained store appearance by organizing racks and shelves and displaying specific merchandise to attract customers.
- Created customized customer appreciation cards using Canva for special discounts and different appreciation days of the year.

### **Website Design Volunteer - Gingko Africa - March 2021 to June 2021**

- Aided in auditing the current website on Shopify to ensure the information is relevant and up-to-date.
- Updated the store catalogue with photos and descriptions of new journal books and removed out-of-stock items.
- Revamped the footer banner to reflect new office locations and added blog posts and projects.
- Added a contact page for easier communication and updated the newsletter page for automatic sending to subscribed customers.

### **IT Intern - K-TEN Investments- August 2019 to December 2019**

## Education

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- **Master of Science in Information Security and Digital Forensics** - University of East London by UNICAF (United Kingdom): (2026)
- **Bachelor of Business and Information Technology** - Jomo Kenyatta University of Information and Technology (2022)

## Skills and Languages

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- **Technical Skills:**
  - Windows desktop support (hardware repair, drive replacement, disk imaging, operating system installation, malware remediation, email system troubleshooting)
  - Currently learning Windows Server, Active Directory, and Group Policy
  - iOS device management (migrating from Android to iOS, software updates, app installations)
  - Network connectivity troubleshooting (firewalls, switches, printers)
  - Website design (HTML, CSS, JavaScript, Bootstrap Pro)
  - Microsoft Power Platform, Microsoft Copilot, Canva Design, Microsoft Teams, Zoom Platform, Webex Platform.
  - Use of Slido for interactive presentations and audience engagement.
  - TeamViewer remote desktop connection for online assistance.
- **Soft Skills:**
  - Excellent verbal and written communication skills in English
  - High emotional intelligence and ability to manage emotions and communicate effectively.
  - Team player with humility and a collaborative mindset
  - Self-driven with the ability to work independently and confidently troubleshoot complex issues.
  - Excellent customer service skills and ability to explain technical concepts in a simple, clear way.
- **Languages:**
  - Fluent in English and Swahili
  - Basic knowledge of Spanish

## Certifications

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- Microsoft Power Platform Fundamentals
- Career Essentials in Generative AI by Microsoft and LinkedIn
- Microsoft Copilot for Productivity by Microsoft and LinkedIn

## Referees

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