

CURRICULUM VITAE

Name	:	Iskander Moreno Maina
Date of Birth	:	10/03/1989
Nationality	:	Kenyan
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SKILLS AND ABILITIES

- ✓ Building Networks, Troubleshooting and maintaining networks, Configuring, verifying cisco networking equipment.
- ✓ Implementing an IP address scheme and IP Services to meet requirements in a medium-sized Enterprise branch Office.
- ✓ Configuring, verifying, and troubleshooting basic router operation on Cisco devices.
- ✓ Computer hardware and software support (Installation, configuration, and maintenance).
- ✓ Call Center Duties.
- ✓ End user training and support.
- ✓ Networking (Installation, configuration, administration, and management).
- ✓ Customer support services. (Emails, Calls, and SMS).
- ✓ Sincerity and devotion towards duties and commitment towards best customer service.
- ✓ Academic research writing (Essays, reports, case studies, research papers, marketing & business plans, non-technical IT projects, technical CISCO projects, book reviews, critical analysis among others)
- ✓ Excellent communication skills in both written and oral language with impeccable grammar.
- ✓ Keen adherence to details, instructions, and deadlines.
- ✓ Aware of citation styles such as APA, MLA, Harvard, Chicago, Turbian, Oxford, etc.

CAREER OBJECTIVE

To work with creativity and initiative to the uttermost, through team work and deliver my best in terms of output with full readiness to adopt and learn new skills in the information communication technology field.

To utilize the knowledge and skills I have acquired to serve the organization efficiently and dedicatedly.

PROFESSIONAL EXPERIENCE

October 2011 – July 2012	:	Kenya Data Networks
<i>Position</i>	:	Call Center Agent
✓ Managing customer related communications from phone calls, emails, letters, faxes, and walk-ins.		
✓ Basic customer support services (Guide customers through phone or via email about basic network troubleshooting)		

- ✓ Receiving all incoming calls and handling all customer inquiries related to billing, service, support and pricing.
- ✓ Making daily follow ups on email, calls, and meetings to ensure customer satisfaction on services offered.

October 2012 – Present : **Academic Research Writer**
Position : **Freelance Research Writer – Part**

Time & Fulltime

- ✓ Writing research articles, essays, and reports.

ACADEMIC BACKGROUND

February 2010-April 2010 : **Kenyatta University Cisco Networking Academy**
 ✓ Cisco Certified Network Associate

Sep 2008- Sep 2011 : **Kenyatta University**
 ✓ Bachelor of Information Management

2003-2006 : **Nyeri Senior School**
 ✓ Kenya Certificate of Secondary Education (KCSE)
 ✓ Mean Grade B (minus)

1994-2002 : **Naromoru Victory Academy**
 ✓ Kenya Certificate of Primary Education (KCPE)
 ✓ Marks attained 396/500

HOBBIES

- ✓ Watching movies and documentaries.
- ✓ Computer gaming.
- ✓ Traveling.

REFEREES

Samuel Instructor, New Horizons Learning Centre Tel : 0720758340	Mr. Munyiri Instructor, Kenyatta University Cisco Academy, P.O Box 434844, Nairobi, Kenya. Tel: 020 81091/2/3 extension 57183 or 57357 EM: coordinator- cisco@ku.ac.ke	Mrs. Irene Kirugumi Head of Contact Center, Kenya Data Networks. P.O Box 62499, Nairobi, Kenya. Tel: 0736465333 EM: irene.kirugumi@kdn.co.ke
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