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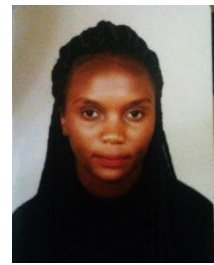
SUMMARY

Customer-oriented, dependable and goal-oriented individual with over 3 years experience in diverse fields including Sales, customer service, networking and system administration roles. Committed to addressing organizations concerns with speed, accuracy and professionalism, with a history of meeting and exceeding productivity goals.

ACADEMIC INFORMATION

2016-2020 **BSc (Hons) COMPUTER SCIENCE,**
Kabarak University
Nakur
u ,
Kenya
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2011-2015 **KSCE**
Makuri Girls High School
Chogoria, Kenya
B- 58 Points

2002-2010 **KCPE**
Amazing Grace Academy
Nyahururu, Kenya
336 Marks

WORK HISTORY

Sales agent   **Telkom Kenya**
(2015 January-September)

- Promoted and sold Telkom services and products
- Welcomed customers into the shop and identify customers' needs
- Ensured daily sales targets were met.
- Marketed Telkom goods to different clients to promote the industry.
- Helped resolve all IT related issues in the local offices to aid in communication.
- Mentored new employees to enhance smooth transition to help meet the set daily targets.

Communications officer   **Bradegate International college**
(2020 January – 2021 December)
- Facilitated information flow between customer service, account management operations, quality assurance, training, and payroll departments to guide new client on easy web navigations in the organizations online platforms.
- Leveraged my tech-skills to administered support and maintenance of the organizations communication systems.
- Resolved customers' reported issues to satisfaction within the shortest time of call.
- Performed routine checkups on the organizations computers to ensure smooth communication flow.
- Responded to customer requests for products, services and company information.

- Recommended products to customers and suggested other options if preferred product was unavailable.
- Resolved concerns with products or services to help with retention and drive sales.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

Key achievement; Developed various automated scripts to automate communication systems hence streamlining the communications

Communication Officer (Intern)   **Bradegate International college**

2019 (May-August)·   Provided customers with quality assistance through offering quality trouble shooting and problem resolution.

- Accurately verified information and updated information databases as necessary.

- Offered new services based on the needs of a customer.

- Discussed promotions, products, and anything pertaining to better and more satisfactory service for the customer.

- Showed a clear understanding of departments and their procedures.

- Redirected calls as needed and worked with my supervisor to address any outstanding issues or concerns.

- Continually sought to promote the mission and brand by providing excellent customer service at any opportunity.

- Contributed to team-based IT projects by lending assessment and management services for the study of and compilation of data.

- Demonstrated familiarity with the latest database, software, and networking technology, as well as industry trends.

Highlights

- Outstanding communication skills
- Service solutions expert
- Computer systems savvy
- Customer relations specialist
- High customer service standards
- Team player
- Resourceful   Proficient with Microsoft Office Suite
- Troubleshooting skills
- Negotiation competency
- Strong problem solving ability
- Devoted to data integrity

OTHER TECHNICAL SKILLS

- **Network maintenance, configuration and protocols**
- **Network penetration testing**
- **WAN/LAN/VLAN interconnection**
- **Routing and switching skills**
- **Windows environment**
- **Risk assessment and documentation**
- **Software Troubleshooting & Problem Solving**
- **Web design and development** well versed in (HTML,CSS, PYTHON,PHP and
  - Javascript programming languages)
- **Computer Skills** MS Office (Word, Excel, PowerPoint), Internet skills (outlook, emailing, internet surfing), Using various computer software, Hardware assembly and software installation, All windows operating systems.
- **Research skills** Paper writing, Data acquisition, Presentation & communication skills.

FORMAL TECHNICAL TRAINING

- **Developers festivals (DevFest) conference** (March 28-29, 2019).
- **Google developers group (GDG) conference** Organized internally by Kabarak developers committee (May 16, 2018).
- **DSCconferences** Nakuru, Kenya (November 16, 2019)

CERTIFICATION
- **CISCO (CCNA 1-3) certification** Kenya Institute of Information Technology (KIIT) (August- December 2021 Part-time)

LANGUAGES
- Fluent in writing and speaking English, Swahili and
  Kikuyu

References

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