

CURRICULUM VITAE

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PERSONAL DETAILS

- Nationality; Kenyan
- Language; English and Kiswahili

EDUCATION BACKGROUND

- Moi University BCS Information Science (IT Option)
- Cisco Networking Academy (The African Advanced Level Telecommunication Institute CCNA Certificate)
- Fourth Dimension College Networking, Computer Hardware, & Maintenance Certificate
- Kathiani High School, KCSE Certificate

WORK EXPERIENCE

January 2010 – Present: ICT Officer at Information Communication Technology Center, University of Nairobi, ICT Center

Duties & Responsibilities

- Installation and configuration of desktop operating systems and packages
- Troubleshoot/repair malfunctioning hardware of ICT equipment- computers, printers, scanners VOIP telephones.
- Regular maintenance of ICT Equipment according to the maintenance schedule.
- End-user Hardware and Software support.
- Networking, trouble- shooting and support
- Training of end users on different PC applications as well as relevant university applications.
- Installation and updating of antivirus software to enhance computers security against viruses and malware.
- Help Desk support: logging of user requests and offering solutions where required
- Providing hardware specifications for ICT equipment when required and Verification, validation and certification of ICT equipment that have been procured.
- Regular website content updates and uploads
- Install and configure desktop operating systems and packages

Duties & Responsibilities

- Assist Students with Research work
- Installation and configuration of desktop operating systems and packages
- User support to students and staff at the undergraduate computer Lab
- Assist in maintaining order and discipline among student in the undergraduate Computer lab

PERSONAL QUALITIES

- Can work with minimal supervision to meet targets
- Team Player
- Self-disciplined
- Dynamic

INTEREST AND HOBBIES:

- Travelling
- Exploring new ICT technologies and adapting to the growing technology.
- Playing Netball

REFEREES

Dr. Ibrahim Otieno,
Kenya National Examination Council
Nairobi
Mob: 0722429297

Joseph Muchina
Deputy Director- User Support services
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