

CURRICULUM VITAE

HELLEN W. WAWERU

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PERSONAL DETAILS

Gender	Female
Nationality	Kenyan
Languages	English, Kiswahili
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CAREER OBJECTIVE

I am determined to diligently work towards achieving high goals in my career. In attaining this goal, I have acknowledged the role and influence that knowledge, team play and excellent working experiences will have.

PROFILE

I am an ambitious and self-motivated professional who enjoys leading and being part of a successful team. I possess excellent interpersonal and analytical skills, strong research skills and I have the ability to work under pressure and meet strict deadlines with minimum supervision.

I have relevant knowledge and experience in information technology.

PROFESSIONAL QUALIFICATIONS

- Diploma in Information Technology Jomo Kenyatta University of Agriculture and Technology

ACADEMIC QUALIFICATIONS

- Bachelor of Information Technology from Jomo Kenyatta University of Agriculture and Technology Ongoing
- Diploma in Information Technology Jomo Kenyatta University of Agriculture and Technology

- Kenya Certificate of Secondary Education (K.C.S.E) Kiburia Girls High School, 2006
- Kenya Certificate of Primary Education (K.C.P.E) Kiine Primary School, 2002

WORK EXPERIENCE

August 2020 to Date

I am engaged to ICTC Department

Key Practice Areas

- To train users in and provide support for proper use PC software and hardware.
- Performing maintenance of computers and LAN active devices
- Repair and maintenance of computers
- Software support for commonly used applications
- To support communication network, equipment and services
- Installation, configuration and maintenance of LAN infrastructure
- Implement and enforce network security through installation and configuration of active antivirus software.

February 2017- July 2020: University of Nairobi Finance Department

Key Practice Areas

- Working with FIMS(ACCPAC) supporting people on how to understand and work with the system better
- Troubleshooting and maintenance of computer hardware and software and running antivirus up-to-date
- System implementation which involves installation of FIMS Systems like sage erp, document track and advance system
- Maintenance of Finance Website through creating blogs and uploading of photos
- User support which involves receiving response to call and emails regarding system usage
- Giving user support to the staff and students on various Microsoft products.

Key Practice Areas

February 2014- July 2017: University of Nairobi Student welfare Authority

- Giving user support to the staff on various university systems such as HAMIS. And various programming languages such as javascript.HTML and Dream weaver.
- Working hard in hard with data entry clerks on various Microsoft offices such as Microsoft Word, Excel and Database.
- Maintaining of the financial systems and ensuring its up and running all the time within the department.
- Networking the finance department with other departments within and without the organization.
- Generating statements for the student.

August 2011-January 2013: Inncor Kenya limited.

I handled user support and computer maintenance issues.

Key Practice Areas

- User support.
- Computer maintenance.
- Data entry.
- Processing payments and receipts online.

April 2009-July 2011 : Ministry of Transport -Headquarters

Industrial attachment.

Key Practice Areas

- Software installation.
- Computer maintenance.
- Data entry.

I was noted for my hard work and self-motivation.

KEY SKILLS AND COMPETENCIES

- I possess practical experience in information technology due to the vast exposure gained in working in a busy public and private institutions and individual clients.

INTERESTS AND HOBBIES

Reading, listening to music, swimming, charity and community service

REFEREES

Mr. Abdisalam Aga Tuka
Chief ICT Officer
University Of Nairobi
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Mrs . Mary Waithiki
IT Administrator CABI Africa
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