

Margaret Atieno Lumumba

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Career Objective

- To obtain an entry level position in an office environment where I can utilize my pre-existing skills in computing, database management and business intelligence and gain experience of working as part of a team
- Customer focused performer who is committed to quality in every task, from personal interaction with co-workers and users to high level of service provided to company's customer

Professional Profile

Ambitious IT Professional with over 6 years extensive experience in Technical User Support, Networking, IT User and IT system Installation and Configuration. Possessing natural problem solving skills, a good team spirit, deadline orientated and able to contribute to the development of best practice, procedures and policies within a company.

Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression

Area of Expertise

- Desktop support
- Diagnosing hardware and software faults
- Windows Active Directory
- End User Support
- New Installation and support
- Hardware Exposure
- Maintenance
- VOIP
- Network management

Work Experience

November 2016 - Present: University of Nairobi (Kisumu Campus)

Position: ICT Officer (User Support)

Duties and Responsibilities

- ❖ Train users in and provide support for proper use PC software and hardware.
- ❖ Ensure proper functioning of computer equipment, communication and network resources.
- ❖ Coordinate with computer lab assistants to ensure smooth running of computer lab
- ❖ Support communication network, equipment and services

- ❖ Monitor and ensure proper functioning of assigned segments of Local Area Networks
- ❖ Support information systems and websites at designated sites
- ❖ Configure anti-virus software and ensure security of ICT equipments and services, configuration within the Campus
- ❖ Access of network services (OS updates; internet; email; MIS), diagnostics and troubleshooting of ICT equipment and services
- ❖ Maintain client-level security configurations to minimize host vulnerabilities.
- ❖ Keep ICT reports on daily user requests
- ❖ Perform any other duties assigned by the Deputy Director (User Support Services).

September 2014 - October 2016: University of Nairobi (Kisumu Campus)

Position: Computer Laboratory Assistant

Duties and Responsibilities

- ❖ Helping computer users to solve computer/ICT related problems
- ❖ Assisting students with registration of units
- ❖ Assisting in e-learning resources, especially for students
- ❖ Managing and updating the web-page for the campus
- ❖ Hardware and application software support
- ❖ Management of LAN and wireless devices
- ❖ Maintaining and managing inventory of hardware and software

February 2012 - March 2013: Kapchurua Worker Welfare Group

Position: Computer Teacher

Duties and Responsibilities

- ❖ Teaching computer packages
- ❖ Ensure proper functioning of computer equipment, communication and network resources
- ❖ Diagnosis and solve PC software and hardware problems.

2008 - January 2012: Nam Tours & Travels

Position: Secretary

Duties and Responsibilities

- ❖ Customer care and guidance
- ❖ Book keeping and accountability of financial tracking(daily, weekly and monthly income and expenditures summary)

Education Background

Academic Qualification

- September 2017 - Date:** Kenya College of Accountancy University
Bachelor of Science in Information Technology
Attained: Ongoing
- January 2016 - 2017:** Jomo Kenyatta University of agriculture and Technology
Diploma in Information Technology
Attained: Credit
- July 2015 - October 2015:** Kenya College of Accountancy University
Diploma in Management of Information Systems
- 2001 - 2004:** Lions High School
Kenya Certificate for Secondary Education
Grade: C (Plain)

Professional Qualification

- July 2015 - October 2015:** Maseno University
Cisco Certified Network Association - Level 1 & 2
- 2012 - 2013:** Emmanuel Computer College
Certificate in SPSS
- 2008:** The Kisumu National Polytechnic
Certificate for Computer Applications

Areas of Interest

- ❖ IT Audit
- ❖ Network Management

Referees

- 1. Mr. Joseph Muchina**
Deputy Director USSM (User Support and Maintenance Service), ICTC
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- 2. Dr. Vincent Machuki**
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- 3. Mr. Okech-Owiti**
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