

RESUME



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SUMMARY OF QUALIFICATIONS

Success-driven, results-focused, and adaptable IT professional with experience in IT operations and customer service, encompassing technical support and workstations maintenance.

CORE STRENGTHS

- Customer service
- Help desk ticketing systems
- Office 365 management
- Tier 1 level troubleshooting
- Active directory user management
- Windows Deployment Services

TECHNOLOGY PROFICIENCIES

Networking	LAN, WAN, WI-FI, TCP/IP, DHCP, DNS
Operating systems	Windows 7,10, Servers 2012,2016,2019
Desktop Applications	Microsoft Office 365, FileZilla, Adobe Acrobat
Ticketing Systems	Spiceworks, Service-Now
Remote/Shadowing	Zoom, Anydesk, Microsoft Teams, TeamViewer
Patch Management	SCCM, ITarian, Desktop central
Security	Windows Firewall, Windows Defender

PROFESSIONAL EXPERIENCE

Sarova Stanley Hotel

2023

IT Support Specialist

- Active Directory Management
- Access Point Configuration
- DNS & Micros Symphony Management

- Opera Oracle PMS configuration
- Material Control (MC) Oracle configuration
- Updating Onity Doors /Locks & Encoding Key Cards
- Outlook Mail services setup
- Printer configuration

Sama-Source

2022

IT Artificial Intelligence Agent

- 2D and 3D image Annotation
- 2D and 3D Video Annotations
- 3D Point Cloud Annotations
- Data Curation
- Quality Training Data
- Model Optimization

Silver-Dean Co LTD

2020

Call Center Agent

- Actively working as an Inbound & outbound Team
- Call Disposition Coding using Ameyo Call agent App
- Raising Tickets on Atlas and Updating Call Notes
- Escalating Tickets on Jira

Quick Call Solutions LTD

2019

Development Team Lead

- Developed & improved the capabilities of sales team.
- Received 97% satisfaction rating from customers after a completed phone or video call
- Kept records of customer interactions, processed customer accounts & filed documents
- Collaborated with Team Members to quickly resolve customer complaints with appropriate action
- Effectively managed approximately 100 oncoming calls daily.

Masaba Services

2018

Fiber Technician (volunteer)

- Installing Supporting & configuring WiMAX
- Pulling cables, splicing and installing fiber
- Router Configuration & LAN set up
- Survey of all Technologies; WIFI, Microwave, E1

United States University Africa

2017

ICT Support Engineer (Intern)

- Troubleshooting System /Network problems & Hardware/Software faults
- Installation, administration & troubleshooting of various Linux PC's
- Setting up New user's Accounts & profiles & dealing with password issues
- Setting up and troubleshooting of Multimedia equipment's such as projectors
- Maintaining Multimedia Bookings & keeping Outlook calendar up to date
- Receiving & Redirecting Calls

ACADEMIC QUALIFICATIONS

Institute Of Software Technologies (November 2018)

Diploma in Information Security & Ethical Hacking

Institute Of Advanced Technology (December 2017)

Diploma in Information Technology Management

Nairobi Aviation College (December 2015)

Diploma in Business Information Systems

IT & SKILLS DEVELOPMENT

Help Desk Support Technical Skills

Information Security

Linux Administration