

## EDUCATION

Bsc. Applied Computer Technology, Ongoing.  
Diploma in Computer Science, Riara University - Distinction, 2025  
Certificate in IT, Riara University Distinction, 2023

## SKILLS

- ❖ End-User Helpdesk & Technical Support
- ❖ Network Infrastructure & LAN/WAN Monitoring
- ❖ Hardware Maintenance & Peripheral Troubleshooting
- ❖ Data Backup & Security Management
- ❖ Analytical Thinking & Trouble Diagnostics
- ❖ Communication & User Support Excellence
- ❖ Problem solving and research

## CERTIFICATIONS

Ethical Hacking – Cyber Shujaa  
Cyber Threat Management – Cyber Shujaa  
Proficiency in Coding – UN Women  
Linux Essentials – CISCO  
Cybersecurity Fundamentals – IBM  
Cloud Computing Fundamentals – IBM

## ACHIEVEMENT

**Vice Chancellor's Roll of Honor Award**  
Riara University – July, 2025

## PROFESSIONAL PROFILE

Detail-oriented ICT professional with practical experience in helpdesk support, system administration, data verification, and hardware maintenance. Skilled in deploying, troubleshooting, and maintaining computer systems, networks, and peripherals within large-scale institutional projects. Proven ability to optimize technology resources, manage digital records securely, and deliver efficient user support.

## PROFESSIONAL EXPERIENCE

### Data Entry Clerk | Kenya National Bureau of Statistics (KNBS) (Jan, 2025 – Mar, 2025)

- ❖ Entered and updated school census data into computerized systems with high accuracy and attention to detail.
- ❖ Verified and validated data to ensure completeness, consistency, and reliability across ICT systems.
- ❖ Managed confidential digital and physical records for secure storage and efficient retrieval.

### ICT Assistant | Kenya National Bureau of Statistics (KNBS) (Sep, 2024 – Dec, 2024)

- ❖ Provided technical support for ICT applications and systems used during the School Census Project.
- ❖ Installed, configured, tested, and maintained computer systems and peripheral equipment for field operations.
- ❖ Supported 100+ internal and external users through direct technical troubleshooting, guidance, and rapid issue resolution.
- ❖ Received, inspected, and certified incoming ICT tonners, iPad and tablets while maintaining accurate department inventory records.

## VOLUNTEER EXPERIENCE

### English Teacher | Kapserton Adult School (May, 2022 – July, 2022)

- ❖ Prepared and delivered lessons by utilizing digital learning materials and computer-based teaching resources.
- ❖ Maintained accurate student attendance, progress records, and lesson documentation using Microsoft Word and Excel.
- ❖ Assisted adult learners in developing foundational computer literacy and online communication skills.
- ❖ Organized academic files and worked collaboratively to meet strict teaching schedules and learning objectives.

## REFEREES

Available on request