**CURRICULUM VITAE**

 Mbarak

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**PERSONAL INFORMATION**

**DATE OF BIRTH:** 22nd October, 1986

**GENDER:** Male

**MARITAL STATUS:** Single

**NATIONALITY:** Kenyan

**LANGUAGES:** English / Arabic / Kiswahili

**EDUCATIONAL QUALIFICATION**

**2007-2011** Moi University Degree in **BSc. Computing and Statistics**

**2002-2005** AllidinaVisram High School Kenya Certificate of Secondary Education

**1993-2001** Qubaa Academy Kenya Certificate of Primary Education

**OTHER PROFESSIONAL QUALIFICATIONS**

**2010-2011** Studied **Statistical Packages** for the Social Science (SPSS)

**Jan-April 2007** Studied **Computer Packages;***Introduction to micro-computer, ms-word, ms-excel, ms-access, ms-powerpoint, ms-outlook,internet & cd-writing*

**PROFESSIONAL EXPERIENCE**

* **Firm -**Ecobiz Limited

**Position** - ***IT Support***

**Period** -5rd July 2013 – to date

* Tasks:
* Installing and configuring computer hardware operating systems and applications
* Monitoring and maintaining computer systems and networks
* Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults
* Replacing parts as required
* Providing support, including procedural documentation and relevant reports
* Following diagrams and written instructions to repair a fault or set up a system
* Supporting the roll-out of new applications
* Setting up new users' accounts and profiles and dealing with password issues
* Responding within agreed time limits to call-outs
* Working continuously on a task until completion (or referral to third parties, if appropriate)
* Prioritizing and managing many open cases at one time
* Rapidly establishing a good working relationship with customers and other professionals, e.g. software developers
* Testing and evaluating new technology
* Conducting electrical safety checks on computer equipment.
* **Firm -** Kenya National Bureau of Statistics (KNBS)

**Position** - ***Statistician***

**Period** -5rd Oct 2012 – 25th June 2013

* Tasks:
* Collecting data /Data entry
* Field surveying
* Updating records and filing
* Report writing
* Designing data acquisition trials
* Assessing results&Analysing trends
* Applying statistical methodology to complex data
* Acting in a consultancy capacity
* Designing and implementing data gathering/management computer systems and software
* Using statistics to make forecasts and to provide projected figures
* **Firm -** Fahari Cars Ltd

**Position** - ***Senior Sales Consultant***

**Period** -25thSept 2011 – 31st Aug 2012

* Tasks:
* Tallying imported cars after being cleared from portside.
* Tagging numbers on cars and keys.
* Noting chassis numbers on their respective plate numbers.
* Checking general condition of cars; interior, engine, exterior body & extra features.
* Organizing mechanical, electrical and body repairs.
* Handling clients and showing them cars at showroom and yard.
* Completing paperwork and pre-delivery inspections.
* Preparing agreement forms and making delivery.
* Selling both new and used cars as well asFinance and related product.
* Selling and promotingFinance Insurance products and Paint Protection.
* Reporting to the vehicle Sales Manager on activities, reviews and analyses.
* Meeting customers face to face and holding sales discussions with them.
* Writing up sales contracts.
* Negotiating the terms of a sales agreement and closing sales.
* Following-up in-bound telephone enquiries, walk in prospects and emails enquiries.
* Arranging appointments via Internet Leads.
* Preparing car purchase packages.
* Cold calling up qualified sales prospects.
* Delivering vehicles to customers.

**ACHIEVEMENTS**

* Provided business-clients with efficient support – Responded to phone calls, emails, and in-person requests
* Installed software, configured and tested customer PC’s, analyzed functionality of peripheral appendages
* Worked closely and effectively with vendors to replace/repair defective hardware and software
* Instructed and trained end-users regarding computer literacy
* Designing experiments, trials or surveys to produce the required data
* Advising policymakers on key decisions based on results

**KEY SKILLS AND COMPETENCIES**

* Experience of problem resolution & quality assurance procedures.
* Able to communicate complex IT issues to suppliers and non-technical staff.
* Ability to work well in a team environment.
* IT security experience including anti-virus / malware, encryption deployment.
* Experience of web content management systems.

**PERSONAL ATTRIBUTE**

I am self driven, result oriented, always striving for continued excellence, motivated and a team key

player with high regards for the values of integrity. I am eager to learn at every opportunity in a

challenging environment. In addition, I am proactive and do possess some problem solving skills

**CARRER OBJECTIVE**

To be innovative in my area of operation and act as an instrument for change and development in

our society