**CURRICULUM VITAE**

Name :**Samuel**

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Visa : **visit**

***Objective:***

 To work in an organization, in which I can prove my information technology skills and customer service to become a perfect link between the company and its customers, thereby proving effective advancements in information systems.

***Summary of Qualifications;***

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills Work well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns.

***Work Experience:***

***2015:***

**I.T support at NEO I.T SOLUTIONSL.L.C at bank street Bur Dubai ,Dubai U.A.E**

**Duties:**

* Provide IT support to all company employee
* Prepare new user desktops or laptops for use
* Diagnose user problems
* Monitor and manage anti-virus & Windows updates
* Maintain Active Directory and Exchange accounts
* Monitor internal networks at datacenters and remote sites
* Attend to any system failures on site and out of office hours if necessary
* Onsite operating software installation and training, for example , Opera ,POS, QuickBooks, Tally ERP , Micros

***2012-2014***

**Senior Technician at ITchase.com.Bur Dubai, Computer Plaza. Dubai**

### Duties:

* Providing support in the service center
* Assembling all types of pc’s and upgrading old ones
* Chip level repairs in all kinds of laptops and motherboards
* Networking(routers configuration and installations)
* All hardware and software troubleshooting
* Data recovery
* Service center team manager.

***Safari park Hotel (Nairobi) Kenya - July 2009*** *to* ***August 2012***

**Information Technology Technician**

* Provided computer help desk support via telephone communications with end-users.
* Provided computer help desk support and technical training on hardware/software to end users.
* Perform the tasks of installing, maintaining and configuring software and hardware systems
* Responsible for handling database archiving and system back-up processes to ensure data recoverability
* Handle the tasks of testing server and network systems to verify functionality and performance
* Perform responsibilities of providing technical support to telephones, networks, servers, and other computing platforms

***Bright Technologies - (Nairobi) Kenya-Jan 2005 to Jun 2009***

***SalesRepresentative :***

* Maintained good relations with existing customers to promote new and upgraded products.
* Offered technical support by solving faults and problems.
* Achieved sales target set by my managers and also contributed in the achievement of team targets.
* Offers support to customers, wherever and whenever possible.
* Advised and guided the customers about the software features and their usage in different contexts.
* Provided technical advice to customers on all installation and usage aspects of computer systems and networks both pre as well as post sales.
* Developed impressive sales plan through effective sales methodology.
* Assisted with the company helpline and serve as customer representatives to customers having technical difficulties.

***Education***

***Robben Institute Of Professional Studies***-***(Nairobi) Kenya***

***Diploma in Information Technology and Electronics :***

* Electronics components and application
* Engineering graphics
* Electronics equipment maintenances
* Hardware and maintenances
* Mobile communication and software
* Fault diagnosis and troubleshooting
* Circuit /motherboard installation and repair

***Robben Institute Of professional Studies(Nairobi) Kenya - Jan 2001 to Mar 2001***

***Diploma in Sales and Marketing:***

* Principle of management
* Principle of accounts
* Business Communication and office management
* Principle of purchasing

**Lari High School-(Nairobi) Kenya** - **Mar 1997 to Nov 2000**

Kenya Certificate of Secondary Education(O-levels).

***Hobbies***

Socializing, watching movies and cycling.

***Personal Details***

Nationality : **Kenyan**

Date of Birth : 10th Dec 1981

Languages : English, Swahili.