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| **Isaac**  [**Issac.226291@2freemail.com**](mailto:Issac.226291@2freemail.com) | C:\Users\Vicky vicky\Downloads\passport size.JPG |

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| I have the ability to apply the skills learnt and competently perform my assignments diligently in a challenging, competitive and dynamic environment. Whilst contributing to the realization of the objectives of the organization and impacting the society positively.  Possess good communication, interpersonal, coordination, time management and client relationship skills. |

**PERSONAL DETAILS**

Nationality : Kenyan

Date of Birth : 15th August 1990

Marital Status : Single

Languages : English and Swahili

Visa: : Tourist

**EDUCATION**

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| **Bachelor of Science in Telecommunication and Information Technology** | **2014** |
| Kenyatta University, Kenya | |
| **Certificate Course in Introduction to Computers & Computer Packages** | **2009** |
| Mainframe I.T Solutions, Kenya | |
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| **Areas of specialization.**  **(Telecommunications.)**   * Transmission lines. * Optical communication systems. * Signal processing. * Satellite communication. * Wireless communication. * Microwave systems. * Digital electronics | |

**(Information Technology)**

* Data communication and Networking.
* Programming (Pascal, C, C#, JAVA).
* Computer systems and architecture.
* Information systems and database management systems.
* Web design and internet technology

**PROFESSIONAL EXPERIENCE**

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| **IT Support ,** Carrix Media, Kenya **November 2013 – Date**  **IT Technician,** 4th Dimension College, Kenya **May 2013- August 2013**  **Sales Representative**, Jikomart Supermarkets Ltd, Kenya **May 2011- August 2011** | **April 2010-Present** |
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**PROVEN JOB ROLE**

**IT Support**

* Installing and maintaining Local Area Networks, Wide Area Networks and data communications equipment.
* Server management, windows server 2008.
* Backing up data.
* Field equipment diagnosis and maintenance i.e. installation of wireless equipment.
* Configuration and installation of wireless routers/access points.
* Analyzing and fixing computer and network related problems reported by users.
* Web design using Html language.
* Computer software and hardware maintenance. This involves computer networking and configuration of networking devices such as routers switches, installation of software’s and hardware components.
* Troubleshooting network issues quickly by identifying the sources of problems, this could be due to hardware, software or network faults.
* Analyzing network traffic flows to identify potential bottlenecks and improving levels of service to users.
* Maintaining good client relation.
* Accountable for individual tasks within team projects to improve the effectiveness and standards of the department. This will require working with internal and external stakeholders to investigate report and recommend solutions.

**IT Technician**

* Computer software and hardware maintenance to ensure all computers in the institution function properly and are user friendly to the students.
* Computer networking and configuration of network devices used in the institution.
* Teaching general workshop safety rules and procedures to users.
* Report preparation for assignments undertaken.

**Sales Representative**

* Sales and purchasing of goods and services.
* Marketing of products and services offered in the organization
* Preparing quotations to be submitted upon request by a client.
* Customer relations. This involved helping customers in achieving their needs.

**OTHER DETAILS**

* Active Member of Kenyatta University I.C.T Club
* Member of community development organization, Kenyatta university

**SKILLS**

MS Office (Word, Outlook, Excel, Access & PowerPoint), Adobe Photoshop, Technical Support, Troubleshooting, IPv4 configuration, LAN-WAN, Structured cabling, Computer hardware/software installation and maintenance, Basic programming, MySQL, Networking and Web design.

**STRENGTHS**

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| * Proficiency in Computers | * Comprehensive Report writing |  |
| * Professional Service | * Staff- Coordination Skills |  |
| * Attentive to Details | * Customer Support |  |