

LinkedIn: Okumu Martin

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PROFILE

ICT Support Technician with a BSc. in Information Technology and over 2 years of practical ICT support experience in user support, system maintenance, and network troubleshooting. Skilled in configuring and maintaining LAN/WAN networks, Windows environments, Office 365, and ICT security tools (antivirus, patches, backups). Experienced in helpdesk ticketing, user training, and ICT documentation. Adept at resolving hardware/software issues, ensuring system availability, and supporting business operations through reliable ICT solutions.

Fluent in English and Swahili, with strong interpersonal and troubleshooting skills.

EDUCATION

South Eastern Kenya University

Kitui, Kenya

BSc Information Technology (2nd Class Lower Division)

Sept 2019 – April 2023

Olbutyo Boys High School

Bomet, Kenya

KCSE – Mean Grade B- (57 pts)

Jan 2015 – Nov 2018

Mother Teresa Primary School

Mombasa, Kenya

KCPE – 349 Pts

Jan 2010 – Nov 2014

EXPERIENCE

Sambon Computers Services

Mombasa, Kenya

IT Support/ Technician

Jan 2025 - To Date

- Diagnosing and resolve hardware and software issues in the company
- Providing technical support for desktops, laptops, printers, and mobile devices.
- Installing and configuring operating systems e.g. Windows
- Configuring network devices like routers, switches and firewalls
- Maintaining and troubleshooting LAN, WAN, and Wi-Fi connections.
- Repair or replace faulty computer components (RAM, HDD, SSD, PSU etc.).
- Perform regular system maintenance to prevent hardware failures.

- Manage IT asset inventory, including computers and peripherals.
- Update software, drivers, and security patches.
- Upgrade hardware components to improve performance.
- Assist remote employees with IT problems via remote desktop tools.
- Provide on-site support for office network and equipment setup.

Aga Khan Hospital

Mombasa, Kenya

Dispatch Clerk

June 2024 – August 2024

- I effectively managed the collection and distribution of financial documents, invoices, statements, and bills to various insurance companies.
- Maintaining records of all dispatched documents, ensuring that every document sent or received was tracked for auditing and compliance purposes.
- Recording of logs of document delivery statuses and ensured follow-ups where necessary.
- I acted as a liaison between the finance department and other departments, ensuring smooth communication regarding financial documents and records.
- Assisting in preparation and dispatch of payment- vouchers, checks, or electronic fund transfer requests.
- Helped in maintaining the filing and archiving system for finance-related documents.
- Ensured the dispatch logs were properly filed and could be easily retrieved for audits or reference.
- Ensured all financial documents complied with hospital policies and confidentiality guidelines, especially with sensitive patient or payment information.
- I assisted the finance team with general administrative duties such as photocopying, scanning, and document preparation.
- Provided support in managing the department's information and financial records.
- Track the status of delivered documents and ensure they reach the right destination on time, troubleshooting issues with delayed or misplaced documents.

Through my proactive approach, I achieved to contribute to the timely processing of payments and supported the finance team in maintain compliance with regulatory and confidentiality standards. My efforts have enhanced the efficiency of the department, ensured seamless document management and reduced delays in financial operations.

Additionally, I have played a key role in resolving delivery issues and supporting general administrative tasks, which has further improved departmental performance and communication.

Cyber Attendant

June 2023 – Dec 2023

- Assist customers who have queries with the handling of computer programs like Microsoft Suite packages.
- Provide services such as encoding, printing, downloading, and all other operations provided by the cafe.
- Troubleshooting of different kinds of computer hardware and software.
- Providing excellent customer care service.
- Maintaining cleanliness and order in the cyber cafe at all times.
- Keep accurate records of logs and inventories of the shop.
- Performed troubleshooting and minor repairs of computer hardware, software, and network connectivity issues.
- Monitored computer usage time, managed user sessions, and handled payments.
- Delivered excellent customer service, guiding clients through online services including emails and statutory portals.
- Ensured cleanliness, safety, and orderly operations of the café.
- Maintained accurate logs of usage, daily sales, and ICT equipment inventories.

By providing high- quality and efficient support, I achieved to retain our customers and also attract more customers making the business thrive so well. I demonstrated professionalism and courtesy to customers while working to resolve complaints, problems, or questions.

Affix Limited Company**Nairobi, Mombasa, Kenya**

Computer Sales/Repair

July 2022 – August 2022

- I recognized the needs of the consumer and provided detailed information to the customer about the technical specifications of the computer hardware and software offered by the company.
- Approval of new items and making recommendations for purchase of products.
- Checking inventory to ensure orders are in stock.
- Taking orders over the phone and in person.
- Negotiation of prices with customers for sale
- Providing technical support for desktops, laptops, printers, and mobile devices.
- Installing and configuring operating systems e.g. Windows

With hard work and commitment. I achieved to surpass revenue targets, secure key clients, and consistently deliver exceptional customer service.

- Issuing members registration forms and amendment forms.
- Receiving members' data on the receiving computer system.
- Capturing registration forms in the system to issue with the N.H.I.F unique identification number.
- Recording and receiving hospital claims for payment.
- Biometric registration of persons under NHIF medical cover.
- Attending to customers in the customer care section.
- Sorting rejected claims for dispatch to the respective hospitals for rectification.
- Recording claims in the outpatient registers.

SKILLS

- ICT Support & Helpdesk: Hardware/software troubleshooting, user account setup, remote support
- Networking: LAN/WAN, Wi-Fi, DHCP, DNS, routers, switches, firewalls
- Systems & Platforms: Windows OS administration, Office 365 (Exchange, Teams, SharePoint, OneDrive), ERP support
- ICT Security: Antivirus updates, patch management, backup solutions
- Database & Tools: MySQL, SQL Server, MongoDB, Git, ICT asset inventory
- Other Skills: Documentation, user training, customer care, problem-solving

PROJECTS

Project Title: Personal Portfolio Website

- Designed and developed a personal portfolio website to showcase web development projects using HTML, CSS, and JavaScript.

Link: <https://okumumartin.github.io/Portfolio/>

Project Title: Heart Disease Prediction

- Developed a web app using Python that aims at supporting patients, healthcare providers, and researchers in the prevention, diagnosis, and management of heart disease.

Link:

Project Title: Faiv Gran Construction Limited

- Designed a website for a construction company that enables the company to market their name and the services they offer.

Link: <https://www.thefaivgran.com>

CERTIFICATIONS

Responsive Web Design : <https://freecodecamp.org/certification/Sibuor001/responsive-web-design>

JavaScript Algorithms and Data Structures (Beta): <https://freecodecamp.org/certification/Sibuor001/javascript-algorithms-and-data-structures-v8>

Front End Development Libraries: <https://freecodecamp.org/certification/Sibuor001/front-end-development-libraries>

Data Visualization: <https://freecodecamp.org/certification/Sibuor001/data-visualization>

Information Technology Fundamentals: <https://www.credly.com/badges/cb13251a-0f9c-4f14-b843-933823508c22>

INTERESTS

AI and machine learning – Exploring the latest trends and advancements in artificial intelligence, including hands-on experimentation with machine learning models.

Tech blogging and forums – Writing blogs and engaging in tech communities like Stack Overflow to share knowledge and learn from others.

Tech-related interests – Programming challenges, open-source projects, tech blogs, cybersecurity competitions.

Volunteering – Community service, charity work, organizing events.

REFEREES'

BONNY BORAYA, *Contractor*

Sambon Computer Services, Mombasa

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WILLY SHIVELLE, *Claims Officer*

National Health Insurance Fund (NHIF), Mombasa

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KENNEDY WANJOHI, *Managing Director*

AFFIX LIMITED, Nairobi

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JOY MUASA, *Dispatch Supervisor*

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