

Griffins Gitahi

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PROFESSIONAL SUMMARY

I am an avid Applied Computing graduate specializing in Information Security and Forensics, with a strong foundation in IT support, network management, and web design. Additionally, I also bring skills in graphic design, coupled with an interest in network security.

I am eager to leverage my diverse skill set to contribute effectively to your organization.

WORK EXPERIENCE

Nation Media Group Limited

IT Service Desk Intern

May 2024 – Aug 2024

Nairobi, Kenya

- Demonstrated strong technical skills by performing installation, troubleshooting, repair, updates, and maintenance of workstations and laptops.
- Provided user support by troubleshooting Microsoft software and hardware issues for end users through physical walkups, chat, voice and remote access.
- Provided support on Active Directory by resolving common user issues: Account unlocks and password resets.
- Provided 1st line technical support to a diverse, non-technical user community.
- Organized and prioritized support tickets using ManageEngine ticketing system
- Maintained excellent presentation and communication skills to convey technical information effectively.

EDUCATION

KCA University

BSC. Applied Computing

2020 – 2024

Nairobi, Kenya

Koelel Forces Academy

K.C.S.E

2016 - 2019

Gilgil, Kenya

SUMMARY OF TECHNICAL AND SOFT SKILLS

Communication Skills, Collaboration, Adaptability to professional development techniques, Troubleshooting skills, Customer Service skills

REFEREES

Stephen Warutumo,
IT Helpdesk – Griffin Global Technologies, Nyeri
Mobile: 0722107809

Joeric Waweru,
Software Engineer – Complynux Limited, Nairobi
Mobile: 0713093810

Talia M. Asin,
Business Solutions Executive – Nation Media Group, Nairobi
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