FEROUZE JERRY OCHIENG

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Nairobi, KENYA

+254 701 191110

GRAPHICS AND IT SUPPORT TECHNICIAN

SUMMARY

Experienced IT professional with 2+ years of technical support, training, and collaborative problem-solving. Skilled in graphic design for digital platforms. Proven track record in managing user accounts, optimizing system performance, and troubleshooting hardware/software issues. Seeking a role to contribute technical expertise and teamwork to drive success.

EXPERIENCE

01/2023 - PRESENT

TREASURE COMMUNICATIONS LIMITED
IT ASSISTANT & GRAPHIC DESIGNER

- Provide comprehensive IT support, addressing end-users' hardware and software issues, while conducting training sessions to enhance team expertise.
- Design and create graphics for diverse digital platforms, contributing to the organization's visual identity.
- Collaborate with cross-functional IT teams to meet project goals and timelines.
- Manage user accounts, access control permissions, and monitor system performance for optimal scalability.
- Set up and maintain hardware devices, install/update software applications, and troubleshoot network connectivity issues.
- Diagnose and coordinate repairs for hardware faults through vendor collaboration.

09/2022 - 01/2023

TUNAPANDA INSTITUTE
INTERN

- Provided technical support upon request.
- Part of the team that handled the delivery of a 6-weeks long training model in technology, design, and business for young adults.
- Took part in weekly meetings and events.
- Developed CMS Websites using WordPress.
- Created graphic design materials.

05/2019 - 07/2019

MOBIPOLL LIMITED
STUDENT INTERN

- Offered Premium Rated Services (PRS)
- Developed user manuals for systems.
- Server management using Putty software.

- Offered Premium Rated Services (PRS)
- Developed user manuals for systems.
- Server management using Putty software.
- Installed systems for clients.
- Trained clients on how to use the software.
- Attended meetings with clients.

EDUCATION

08/2017 - 12/2022	MULTIMEDIA UNIVERSITY OF KENYA Bachelor of Science in Information Technology	Nairobi, KENYA
02/2013 - 12/2016	MARANDA HIGH SCHOOL Kenya Certificate of Secondary Education (KCSE)	Siaya, KENYA

PROFESSIONAL CERTIFICATES

06/2019 – 08/2019   **HUAWEI CERTIFIED ICT ASSOCIATE (HCIA) CERTIFICATE**

Multimedia University of Kenya

SKILLS

- Windows/ Linux OS Management
- Software and Hardware Troubleshooting
- Remote Support Tools e.g Teamviewer

- Graphic Design
- Web Development and Management (Freelance)

REFEREES

Diana Atsula

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