N/N Nikola Ng'ang'a

PROFILE

Innovative Technical Support Specialist with experience selecting and setting up diverse technical equipment. Strong written and oral communication skills resulting in knowledgeable, satisfied customers. Excellent instructional and problem-solving skills reduce concerns related to new technology.

CONTACT

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EXPERIENCE

Customer Service Representative | AJIRA

March 2023 - Current

- Handling inquiries of moderate scope and complexity.
- Using basic analytical skills to interpret information, examine variables, draw conclusions, and assess alternative methods.
- Handling varied customer transactions, including inbound calls, service complaints, general product inquiries, customer order entry, and servicing customer accounts.
- Communicating with other departments and service providers to research and resolve issues.
- Identify and implement service solutions, and monitor progress using service measurement systems.
- Identify areas to improve communication and efficiency of operations through continuous improvement efforts.
- Creating basic reports and providing moderate analysis.
- Handling customer inquiries/complaints of moderate scope and complexity and suggesting improvements to respective department(s).
- Analyze, recommend, and suggest alternative solutions to meet customer needs and account-specific needs.
- Building credibility and trust with customers by providing value-added services.
- Assisting in reviewing specifications for the company's customer service methods and procedures.
- Performing order management including shipping, routings, ordering consolidations, import/export, and investigating customer billing issues.
- Reviewing purchase order requirements to ensure compliance with terms and conditions.
- Following up with customers before accepting orders.
- Participating in customer meetings to identify areas of opportunity to improve customer satisfaction, communication, and efficiency
- Developing, preparing, and nurturing customers for advocacy.

NOC Engineer (OSP)| ADRIAN KENYA

March 2021 – February 2023

- Monitored and maintained network and software components according to established guidelines and best practices.
- Kept detailed documentation on each support ticket and added lessons learned to the knowledge base.
- Coordinated with technical support, service provisioning, and sales teams to deliver network services at or above SLA requirements.
- Collaborated with other network engineers to configure and maintain network monitoring and load balancing.
- Delivered tier-3 support for co-location, customer backup networks, and ISP services.
- Established positive working relationships with users to resolve problems quickly.
- Scheduled infrastructure upgrades and software update rollouts around high traffic times to maintain network availability.
- Exceeded SLA standards for response times and problem resolution.
- Closed first-time tickets quickly and met resolution volume requirements.
- Trained users in system operation and basic maintenance.
- Evaluated current and emerging technologies to assess cost and compatibility.
- Developed efficient and effective system controllers.
- Communicated project information through presentations, technical reports, and white papers.
- Troubleshot routers, layer 2 and 3 switches, and network firewalls.
- Supported global network users with connectivity, VPN, and access issues.

Logistics Assistant| Urbanto Safaris

October 2020 - March 2021

- Performed daily vehicle inspections before and after trips.
- Minimized delays by planning and adjusting routes to account for changing weather and traffic conditions.
- Researched and adhered to planned, highly efficient routes to optimize schedules.
- Operated with safety and skill to avoid accidents and delays.
- Completed regular inspections, maintenance actions, and basic equipment repairs to keep equipment operating at peak levels.
- Documented all routes, delays, and passenger information.
- Conformed to all DOT rules and regulations.
- Provided personable communication with passengers.

- Transported clients between locations focusing on safety and timely route completion.
- Transported items to and from the company site, focusing on safety and efficiency.
- Maintained impeccable driving record and history of zero incidents.
- Finalized daily logs on schedule to update internal records and uphold DOT requirements.
- Inspected vehicles before and after trips and logged and reported mechanical problems to avoid unsafe hazards.
- Spoke professionally with customers regarding complaints, gathering all necessary information to make educated decisions and address issues.
- Completed daily inspections, basic maintenance, and common repair actions to keep equipment operating fully.
- Completed preventive maintenance checks and basic repairs to vehicles.
- Determined the quickest and safest routes for delivery by using effective planning and organizational skills.
- Documented mileage, deliveries, pickups, customer issues, and damages.
- Cultivated passenger satisfaction, safety, and loyalty throughout each trip.

IT Helpdesk Technician| ILRI KENYA

May 2019 - August 2020

- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Performed tests of different workstations and devices' functionality, security, and performance.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Explained technical information clearly to non-technical individuals to promote better understanding.
- Created detailed reports outlining the status of each technical issue reported by customers.
- Responded to end-user support requests and patiently walked individuals through basic troubleshooting tasks.
- Corrected connectivity faults to restore user access to local networks, cloud-based storage, and public web.
- Configured systems according to prescribed software and hardware frameworks.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Delivered first-level contact and problem resolution for users with hardware, software, and application problems.

- Completed accurate and timely logging of problems and resolutions in the issue management database.
- Provided level-1 and level-2 remote support for desktops, printers, and other computer-related devices.
- Diagnosed network problems by running ping tests and trace routes to isolate the source of the issue.
- Handled difficult situations and customers to achieve successful outcomes.
- Installed operating system updates, security patches, and application upgrades.
- Developed training materials and procedures and trained users in properly using hardware and software.
- Learned and adapted quickly to new technology and software applications.

IT Intern| Cleanshelf Supermarkets

July 2017 - September 2017

- Worked on a team of interns and senior leaders to build data visualization dashboards.
- Analyzed custom SQL queries to gather information from internal data warehouses for metrics reporting.
- Patched software programs to close security loopholes and update systems.
- Diagnosed and resolved customer inquiries related to operating software products.
- Prepared hardware or software evaluations, recommending improvements or upgrades.
- Assisted in maintaining inventory records and documentation for equipment.
- Operated data capture technology to import digitized documents into the document management system.
- Monitored system operations to detect potential problems.
- Tracked, compiled, and analyzed website usage data.
- Researched, tested, or verified the proper functioning of software patches and fixes.
- Identified system data and hardware or software components required to meet user needs.
- Configured servers to meet functional specifications.
- Scheduled and facilitated meetings related to information technology projects.
- Trained users in system operations or maintenance.
- Communicated project information through presentations and technical reports.
- Implemented updates, upgrades, and patches to limit the loss of service.

IT Intern | Data-Spot Technologies, Nairobi

May 2017 - July 2017

- Assisted IT team members, by crafting project research material for implementation.
- Collaborated to assist in support protocol development and offered consultation based on cross-functional knowledge.
- Researched new technologies to boost information security.
- Supported the IT department in handling technology rollout and maintenance.
- Delivered assistance and support for team-based IT projects.
- Aided problem resolution measures and suggested patches, hardware, software, and network troubleshooting alternatives.
- Helped the IT team document core systems configurations, relevant passwords, and system access requirements.
- Investigated data issues and offered suggestions for a resolution to the supervisor.
- Supported computer laboratory users with hardware, software, and connectivity issues across Windows and Mac platforms.

EDUCATION

UNIVERSITY | EMBU UNIVERSITY
2018 – Ongoing
- Bachelor of Science in Computer Science.

COLLEGE | COMPUTER PRIDE
2016 JAN – 2016 MARCH
- ICDL

KCSE | AQUINAS HIGHSCHOOL
2012 – 2015
- Highschool Diploma

CERTIFICATIONS

- Cloud Intro, IBM
- Artificial Intelligence Intro, IBM
- Cyber Security Intro, IBM
- Data Science and Analytics Intro, IBM