Mark Wilma

Address: Nairobi, Kenya | Email: markwilma21@gmail.com| Phone: +254 740358213

Professional Profile

Motivated and ambitious IT student at KCA University, blending academic excellence with a fervent passion for Information Technology. Recognized as a reliable team player with a personable nature and a positive communication style. With a keen eye for detail and a passion for learning, consistently seeking opportunities to expand my knowledge and skills.

KEY SKILLS

Technical Proficiency:

Knowledge of programming languages (Java, Python)
Familiarity with database management systems (Access and SQL) Ability
to troubleshoot hardware and software issues

Communication Skills:

Clear and effective verbal and written communication
Ability to convey technical information to non-technical stakeholders. Active
listening skills to understand user needs and concerns

Problem-Solving Abilities:

Analytical thinking to identify and resolve complex technical issues
Creative problem-solving to develop innovative solutions
Ability to adapt to new challenges and learn new technologies quickly

Teamwork and Collaboration:

Experience working in multidisciplinary teams on projects Collaboration skills
to contribute effectively to group tasks
Willingness to share knowledge and support team members

Time Management and Organization:

Ability to prioritize tasks and manage workload effectively
Meet deadlines while maintaining attention to detail
Strong organizational skills to keep track of multiple projects and responsibilities

Customer Service Orientation:

Understanding of the importance of delivering excellent customer service
Patience and empathy when assisting users with technical issues.
Ability to remain calm and professional under pressure

WORK HISTORY

Best Western Meridian – Nairobi, Kenya
November 16, 2024 – Present
Industry: Hospitality

- **Provide comprehensive IT support** across the hotel, ensuring seamless operation of systems including PMS (Oracle, MICROS) and HRMS platforms.
- Monitor and maintain Access Points (APs), guest Wi-Fi performance, and network infrastructure including firewall, antivirus, and internet connectivity.
- Offer technical support to guests and staff, managing office computers, internet issues, and hardware troubleshooting.
- Oversee server monitoring and routine maintenance to ensure minimal downtime and optimal performance.
- Lead structured cabling and cable management efforts to maintain organized and efficient network layouts.
- **Promoted to Project Manager** for the hotel's new internet and Wi-Fi upgrade initiative—successfully led the installation of new APs and improved infrastructure, resulting in a **notable reduction in guest internet complaints**.

Cyber café attendant at Eazytech Communications (2021-2022):

Exemplified strong customer service skills while providing assistance, managing, and providing technical support.
Developed a keen understanding of customer service skills and cultivated positive customer experiences.

PlayStation Gaming Hub-Neighbors Entertainment (2022-2023)

- Provided exceptional customer service to patrons of the gaming hub.
- Assisted customers with selecting and setting up gaming consoles and accessories.
- Ensured a clean and safe environment for customers to enjoy their gaming experience.
- Troubleshooting technical issues with gaming consoles and equipment.
- Collaborated with team members to organize and host gaming tournaments and competitions.
-

EDUCATION
Diploma in Information Technology:
KCA University, expected to Graduate November 2025

ALX

Software Engineering course **| 2024**

Koderobara High school

Kenya Certificate of Secondary Education (KCSE) | 2017-2021

Harmony School
Kenya Certificate of Primary Education (KCPE) 2012-2016

TECHNICAL PROFICIENCIES

Microsoft Office Suite: Proficient in Word, Excel, and PowerPoint, ensuring precise document creation, data analysis, and impactful presentations.

Google Applications: Expertise in Google Docs, Sheets, Slides, Forms, and Sites, facilitating seamless collaboration and information management.

Design Tools: Competent in Canva for creative and professional visual content creation.

Communication Tools: Proficiency in using communication tools such as email clients (e.g., Microsoft Outlook, Gmail), messaging platforms (e.g., Slack, Microsoft Teams), and video conferencing software (e.g., Zoom, Microsoft Teams).

Basic Troubleshooting Skills: Ability to troubleshoot common technical issues faced by customers, such as internet connectivity problems, software installation errors, or login/authentication issues. Understanding of basic troubleshooting steps and techniques to resolve customer inquiries efficiently.

Adaptability to New Tools and Technologies: Willingness and ability to quickly learn and adapt to new tools, software applications, and technologies used in customer contact and support roles.

EXTRA-CURRICULAR ACTIVITIES

- **Photography**: A keen eye for detail and creativity, utilizing photography as a means of expression and visual storytelling.
- **Editing**: Proficiency in photo and video editing using the various editing tools available
- **Networking in tech related social events**

REFERENCES
Available upon request.