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# Prince Tito

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0742050690

mombasa, nyali

<https://portfolio-74a49.web.app>

## Summary

### INFORMATION TECHNOLOGY EXPERT

Results-driven IT expert with sufficient experience in front end web development, network administration and CCTV installation and maintenance. Proven track record of successfully managing complex IT tasks and delivering innovative solutions to optimize organizational efficiency. Adept at leveraging technical expertise to drive business growth and enhance operational performance.

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## Education

### Information Technology

Kenya Coast National Polytechnic • Mombasa , Mvita

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- Diploma Certificate in Information Communication Technology

### Computer studies Certificate

Kenya Industrial Estates Ltd • Taveta,Bomeni

06 /2 017

- Graduated with a Credit in Computer Studies Certificate

### Kenya Certificate of Secondary Education

Timbila Boys Secondary School • Taveta, Timbila

11/2 016

- Graduated with grade C- & KCSE certificate

### Kenya Certificate of Primary Education

Mahoo Primary • Taveta, Mahoo

11/2 012

- Graduated with grade C+ & KCPE certificate

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## Experience

### Customer Care Representative

Alrazak Communications Ltd (Multichoice Agent) • Mombasa , Nyali

03/2024 - Present

- Customer Inquiry Handling: Answer questions, provide product information, and troubleshoot issues.
- Technical Support: Offer remote assistance, activate services, and use diagnostic tools.
- Account Management: Address billing inquiries, update account information, and manage subscriptions.
- Customer Retention: Implement retention strategies, gather feedback, and resolve complaints.
- Sales Support: Recommend products, promote additional services, and process orders.
- Documentation and Reporting: Maintain records and generate reports on customer interactions.
- Training and Development: Educate customers and stay updated on products and services.
- Multichannel Support: Provide support via phone, email, live chat, and social media.
- Collaboration: Work with teams and communicate customer feedback to improve services.
- Emergency Support: Assist during outages and prioritize urgent issues.

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## Software Support Engineer

System PartnersLtd • Mombasa , Mvita

07/2021 - 02/2024

- Provide technical support to clients, resolving software-related issues and inquiries promptly and effectively.
- Collaborate closely with development and quality assurance teams to analyze, diagnose, and troubleshoot complex software problems, ensuring timely resolution and customer satisfaction.
- Utilize ticketing systems to manage and prioritize support tickets, maintaining detailed records of customer interactions, issues, and resolutions. Conduct in-depth investigations to replicate customer issues, utilizing diagnostic tools, logs, and other resources to identify root causes and provide accurate solutions.
- Actively participate in software testing and quality assurance activities, ensuring software releases meet quality standards and are free from defects.
- Create and maintain comprehensive documentation, including knowledge base articles, FAQs, and troubleshooting guides, to empower customers with self-service support options.
- Collaborate with cross-functional teams to identify recurring issues, propose and implement preventive measures, and drive continuous improvement in product quality and support processes.
- Train and mentor new support team members, sharing knowledge and best practices to enhance the team's technical expertise and efficiency.
- Participate in on-call rotations and provide after-hours support as required to ensure uninterrupted service to customers.
- Foster strong relationships with clients through effective communication, proactive problem-solving, and a customer-centric approach.

## IT Technician Intern

Texas Alarms Ltd • Mombasa, Nyali

03/2021 - 05/2021

- Installed, configured, and maintained CCTV systems and alarm systems for residential and commercial clients, ensuring proper functioning and optimal performance.
- Conducted site surveys to assess the security needs of clients and recommended appropriate CCTV and alarm system solutions based on their requirements.
- Mounted cameras, ran cables, and performed wiring connections, ensuring neat and concealed installations while adhering to safety standards and building codes.
- Programmed and integrated CCTV and alarm systems with monitoring devices, such as DVRs, NVRs, control panels, and mobile applications, allowing clients to remotely monitor and manage their security systems.
- Conducted troubleshooting and diagnostic tests to identify and resolve issues with CCTV cameras, video recorders, sensors, alarms, and related equipment.
- Upgraded and expanded existing CCTV and alarm systems, incorporating new technologies and features to enhance security and surveillance capabilities.
- Conducted preventative maintenance and routine inspections of CCTV and alarm systems to ensure optimal performance, identifying and addressing potential issues before they escalated.
- Provided technical support and training to clients on the proper usage and operation of CCTV and alarm systems, addressing any inquiries or concerns they had.
- Collaborated with clients, contractors, and other team members to ensure seamless integration of CCTV and alarm systems with other security measures and infrastructure.
- Stayed updated with industry trends and advancements in CCTV and alarm technologies, acquiring new skills and knowledge to deliver cutting-edge solutions to clients.

## Cyber Services Technician

JackTech Computers • Taveta, Bomeni

05/2018 - 08/2020

- Managed daily operations of the cyber cafe, including supervising and assisting customers with computer and internet access, printing services, and other related needs.
  - Ensured the smooth functioning of computer systems, including hardware, software, and peripherals, by conducting regular maintenance and troubleshooting any technical issues.
  - Maintained a clean and organized cyber cafe environment, ensuring all workstations and equipment were in proper working order and readily available for customers.
  - Assisted customers in using various software applications, troubleshooting basic software-related problems, and providing guidance on internet usage and security best practices.
  - Handled customer inquiries, complaints, and conflicts in a professional and customer-centric manner, striving to provide excellent customer service and resolve issues promptly.
  - Managed customer accounts, including creating and updating user profiles, tracking computer usage, and collecting fees for services rendered.
  - Implemented and enforced cyber cafe policies and procedures, such as acceptable use policies, privacy guidelines, and code of conduct, to ensure a safe and secure environment for all users.
  - Conducted regular backups of customer data and maintained confidentiality and security of customer information. Assisted in organizing and promoting cyber cafe events, workshops, and promotions to attract and retain customers
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### Skills

Customer service, Computer literacy, Time management, Knowledge of internet security best practices, file and data backup, UI/UX Design, Hardware assembling installation & configuration, Front-End Web Development, CCTV installation and maintenance, Effective communication, Debugging techniques

**REFEREES**

**MR. LEONARD MBITHI**

Teacher at TIMBILA BOYS SECONDARY SCHOOL

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