

KAYIZZI GARVIN

CURRICULUM VITAE

CONTACT INFORMATION

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PERSONAL INFORMATION

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

Currently looking for a suitable IT support position with an ambitious company or organization.

PROFILE

I am a team player who is committed to learning, excellence, ethics and people, also an excellent communicator with great interest in technology innovations, branding and communications for Business and passion for community service and positive change.

CAREER OBJECTIVES

To develop my skills in an organization or institution that offers both challenge as well as opportunity for personal initiative and career advancement, leading up to a position of responsibility as a result of giving service to the society with remarkable performance.

GOALS

My immediate goal is to interact fully and work with the large society, growth-oriented organization or institutions dealing with people from all walks of life and eventually leaving a more efficient organization and united people.

WORKING EXPERIENCE

IT support technician, Thinkitlimited, ntinda semawata road *(April 2018 – Present)*

Duties:

- Responsible for diagnosing & resolving hardware, software & end user's problems.
- Acting as the first point of contact for all IT & technical queries.
- Developing the infrastructure and systems to meet the company's needs.
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programmes.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 2007.

KEY SKILLS AND COMPETENCIES

- Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
- Experience of problem resolution & quality assurance procedures.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Ability to work well in a team environment.
- IT security experience including anti-virus / malware, encryption deployment.
- Experience of web content management systems.

ACADEMIC BACKGROUND

Makerere University Kampala Uganda

Degree of Bachelor of Science in Computer Science
(august20112 – May 2017)

Seeta High School, Mukono

Uganda Advanced Certificate of Education
(from2010 to 2011)

St. Mary's Secondary School Kitende

Uganda Certificate of Education (UCE)
(from 2006 to 2009)

References;

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