

ARNOLD VIDEL WASHINGTON

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Career Objectives

To seek an opportunity of managing resources through use of technology to enhance effective and efficient work flow and reporting systems.

To be able to effectively contribute and be part of a forward-looking team while playing a key role in the team culture.

WORK HISTORY

CYBERNET UMOJA

Cyber Assistant

Duties and Responsibilities

Roles

- Help customers with the use of computers and applications.
- Respond to customers who encounter error messages while accessing websites, emailing or downloading content.
- Assist clients' complete forms and returns for KRA, NTSA, NHIF and other e returns.
- Assist customers with downloads, printing, scanning and emailing documents.
- Monitor use of computers to ensure compliance with café policies and applicable laws and regulations.
- Troubleshoot hardware, terminals, software and connectivity issues.
- Track customers' time and charges at computer terminals.
- Clean computer areas and tables and keep the premises neat and tidy.
- Promote computer and Internet-related products and services of the venture.

Education

- **Kenya Certificate of Secondary Education,**
- **Kenya Certificate of Primary Education,**

SKILLS

- Good communication skills
- Good IT knowledge
- Keen to detail
- Good managerial skills

REFEREES

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