

VICTORIA WANJIRU  
INFORMATION COMMUNICATION TECHNOLOGY SPECIALIST

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**Objective**

Motivated and detail-oriented ICT specialist with a strong foundation in systems administration, networking, and cybersecurity. Seeking to leverage academic knowledge and hands-on project experience to support and enhance ICT infrastructure in a dynamic organization.

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**Skills &  
abilities**

**Technical Skills acquired at NYS Institute of Business Studies**

- Good at using Windows and basic Linux
- Can set up and fix computers and printers
- Basic knowledge of computer networks (Wi-Fi, IP addresses, etc.)
- Can install and update software
- Basic understanding of cybersecurity
- Familiar with Microsoft Office (Word, Excel, PowerPoint)
- Basic knowledge of cloud services (like Google Drive or Microsoft OneDrive)
- Can write simple programs in html

**Soft Skills**

- Good at solving problems
  - Willing to learn new things
  - Work well in a team
  - Communicate clearly with others
  - Organized and manage time well
  - Friendly and helpful to people needing ICT support
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**Experience****KENYATTA NATIONAL HOSPITAL – ICT DEPARTMENT  
(INDUSTRIAL ATTACHMENT FOR 3 MONTHS 1<sup>ST</sup> SEP TO  
28<sup>TH</sup> NOVEMBER)**

- Hardware installation and configuration
- Computer system maintenance and repair
- Upgrading and updating computer systems
- Provided face-to-face technical support to users, demonstrating strong interpersonal and communication skills
- Served at the call receiving/help desk, logging ICT-related issues and offering first-level support
- Assisted staff with basic troubleshooting of computers, printers, and network issues
- Helped guide users through system navigation and common software tasks

**NYS INSTITUTE OF BUSINESS STUDIES – ICT ASSISTANT  
(VOLUNTEER)**

- Helped install and set up computers, printers, and software for staff
- Fixed basic computer and network problems
- Updated ICT equipment records and documentation
- Presented technical projects to lecturers and classmates

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**Education**

- 2023: learnt Diploma in Information Communication Technology at NYS Institute of Business Studies
- 2017: studied at IHIGA Girls Secondary school in Murang'a and earned my Kenya Certificate of Secondary education.

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**Communication**

- Good communication skills (learned through online courses and practice)
- Able to speak clearly and write simple, professional messages
- Can explain technical issues to non-technical people

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**Referees****Fred Obatha****Project manager and a lecturer****NYS Institute of Business Studies| +254 734331820|****fredobatha@gmail.com**