



Calvin Ochieng

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● ABOUT MYSELF

Resourceful Computer Technology graduate highly skilled in network troubleshooting, ISP technical support, and IT infrastructure maintenance. Recognized for delivering seamless internet connectivity and reliable technical solutions in high-pressure environments. Dedicated to advancing network reliability for service providers through hands-on problem solving, meticulous system diagnostics, and effective communication with diverse client bases

● EDUCATION & TRAINING

20/09/2021 - 17/10/2025 - NAIROBI, KENYA

BACHELOR OF SCIENCE IN COMPUTER TECHNOLOGY - MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

Level in EQF: 6

● WORK EXPERIENCE

06/05/2024 - 09/08/2024 - NAIROBI, KENYA

ICT TECHNICIAN KIRDI (KENYA INDUSTRIAL RESEARCH & DEVELOPMENT INSTITUTE)

IT Infrastructure & Support: Providing IT support and assisting with the management of IT infrastructure to support day-to-day computer network operations.

Maintenance & Troubleshooting: Helping to maintain network infrastructure and gaining hands-on experience in troubleshooting and system management.

Issue Resolution: Diagnosing and fixing common hardware and software issues to ensure minimal downtime.

System Maintenance: Participating in routine system maintenance and technical documentation

Email: directorgeneral@kirdi.go.ke | **Website:** www.kirdi.go.ke

14/04/2025 - CURRENT - NAIROBI, KENYA

FIELD-BASED TELECOMMUNICATIONS TECHNICIAN PINNOVATECH SYSTEMS/KIBABA WIFI

- Manage residential and business connectivity across Nairobi by delivering comprehensive technical support.
- Troubleshoot and resolve network issues to ensure uninterrupted internet service for clients.
- Install, configure, and maintain wireless network devices and routers.
- Diagnose connectivity problems and implement lasting solutions both onsite and remotely.
- Optimize network performance through proactive monitoring and resolving latency concerns.
- Collaborate with cross-functional teams to manage issue escalation and provide rapid responses.
- Conduct training sessions to empower customers to use installed services and understand network basics.

IT Support & Networking Intern – KIRDI (May 2024 – August 2024)

- Assisted with the management of IT infrastructure and supported daily operations of computer networks.
- Provided IT support and helped maintain network infrastructure.

- Diagnosed and fixed common hardware and software issues to ensure minimal downtime.
- Participated in routine system maintenance and technical documentation.
- Gained practical experience in troubleshooting and system management.

● LANGUAGE SKILLS

Mother tongue(s): **ENGLISH**

● SKILLS

Microsoft Office | Microsoft Excel | Microsoft Word | Zoom | Microsoft Powerpoint | Google Drive | use communication equipment

● SKILLS

skills

• Technical Skills

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- **Networking & ISP Support:** * ISP and network troubleshooting.
- - Wireless and wired network configuration.
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 - Installation, configuration, and maintenance of routers and wireless devices.
 - Network performance optimization and monitoring.
 - IT infrastructure maintenance and management.
- **Programming & Web Development:** * Programming languages: Python, HTML, and CSS.
- Web development and design skills.
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- **IT Support & Security:** * Help desk and customer technical support.
- Hardware and software diagnostics and repair. Basic cybersecurity awareness and fundamentals.
- Technical documentation and routine system maintenance.
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- **Soft & Professional Skills**
- **Communication:** Excellent verbal and written communication skills.
- **Problem-Solving:** Strong problem-solving abilities and meticulous system diagnostic
- **Management & Organization:** * Decision-making and organizational abilities.
- Time management and attention to detail.
- Ability to handle multiple tasks calmly under pressure.
- **Teamwork:** Team collaboration and the ability to work effectively in remote team environments.
- **Client Relations:** Customer-focused mindset with experience in conducting user training sessions.
- **Languages**
- **English:** Fluent.
- **Kiswahili:** Fluent.
- **Luo:** Native.