Antony Kiriinya

Meru, Kenya (Willing to relocate)

0705239093 | antonykkiriinya@gmail.com

Objective

An exceptionally focused and passionate ICT professional with a proven track record in networking, web design, data analysis and database management. My skills encompass a wide range of areas, including user application and system support, software and hardware troubleshooting, web development and Data Analysis. I have a strong foundation in networking, including Cisco Routing and Switching and LAN cable management. Additionally, I am well-versed in server virtualization. What sets me apart is my ability to effectively communicate complex technical concepts to nontechnical professionals, making me an ideal bridge between technology and business needs. As a team player, I collaborate seamlessly with colleagues providing backup support when needed.

Experience

- **KTDA KIONYO TEA FACTORY**   12/06/2023 - 18/08/2023
  IT SUPPORT TECHNICIAN
  -Installation and configuration of PC's for seem-less integration into the network.
  -Conducted network diagnostics and troubleshooting to resolve connectivity issues.
  -Database management and maintenance to ensure data integrity and accuracy.
  -Provision of technical support, addressing both hardware and software related issues efficiently and effectively.
  -Implementation of IT security measures to protect sensitive data and IT systems.
  -Resource allocation management within budget constraints while prioritizing cost-effective solutions
  -Addressing environmental challenges in safeguarding IT equipment.
  -Coordination with IT vendors for hardware, software and support services for smooth operations.
  -Consistent achievement of superb and outstanding results demonstrating adaptability and problem-solving skills in an Internship environment.

- **Platinum Credit Limited**   23/09/2024 - Current
  Sales Associate
  1. Customer Acquisition: Identify and follow up on potential clients through cold calling, networking, and digital channels.
  2. Product Promotion: Promote loan and insurance products, assist with marketing campaigns, and cross-sell relevant services.
  3. Customer Relationship Management: Build strong client relationships, address inquiries, assist with applications, and ensure retention.
  4. Needs Assessment: Analyze client needs and provide tailored financial advice and product recommendations.
  5. Sales Targets: Achieve sales goals, track metrics, and report performance, with a focus on upselling and cross-selling.
  6. Documentation and Compliance: Help clients complete applications, verify documents, and ensure adherence to financial regulations.
  7. Product Knowledge: Stay updated on product offerings and trends, participate in training, and give product demos.
  8. Problem Solving: Resolve customer issues, assist with claims, and negotiate terms where applicable.
  9. Administrative Support: Maintain client records, process applications, and monitor payments or claims.
  10. Team Collaboration: Work with sales, marketing, and customer service teams to improve client acquisition and service delivery.

Education

- **Jaramogi Oginga Odinga university of science and technology**   2024
  Bsc.Information And Communication Technology
  Second class honors Upper Division

- **Machungulu Secondary School**   2018
  KCSE CERTIFICATE
  C+

Skills

- ➤ ICT Support: User applications and systems support, software and Hardware support.
- ➤ Knowledge in Development (HTML | CSS | Bootstrap | PHP | MySQL and their frameworks).
- ➤ Networking: CISCO Routing and Switching | LAN Cable management.
- ➤ Familiarity with various Operating Systems and platforms
- ➤ Virtualization: server virtualization, VMware and Virtual Box.
- ➤ Ability to communicate technical information to non-technical professionals in an effective manner.
- ➤ Team player: Works as a competent member of the team, willingly providing backup support for co-workers.
- ➤ Excellent organizational skills, ability to handle stressful situations, and prioritize.
- ➤ Familiarity with various operating systems and platforms.

Projects

- TATA FORAGE VIRTUAL INTERNSHIP
  Description:

  During the virtual internship at TATA, I engaged in various aspects of data analysis and visualization for an online retail business. This included defining problem statements to address specific business challenges, performing in-depth data analysis using Tableau, and effectively communicating insights derived from the analysis. Additionally, I utilized tools such as pandas and Excel for data cleaning to ensure the accuracy and reliability of the data used in the analysis.

  Key Responsibilities and Achievements:
  - Defined problem statements and objectives based on business requirements.
  - Conducted exploratory data analysis (EDA) to identify trends, patterns, and outliers.
  - Created interactive and informative visualizations using Tableau to present key insights to stakeholders.
  - Collaborated with team members to interpret analysis results and propose data-driven solutions.
  - Employed pandas and Excel for data cleaning and preprocessing, ensuring data quality and consistency.
  - Presented findings and recommendations to management in a clear and concise manner.

Reference

- **Timothy Thuranira Kajuki - KTDA KIONYO TEA FACTORY**
  Field system administrator
  tthuranira@ktdateas.com
  +254 (0) 733282523

- **Timothy Murkomen - Robyn's Technologies**
  System Developer
  timothymurkomen@gmail.com
  (+254) 7 20444831

- **Dr.Wakoli - Jaramogi Oginga Odinga university of science and technology**
  Dean School of Informatics and Innovative systems,JOOUST
  iwakoli@jooust.ac.ke

Additional Information

My portfolio: https://iamparody.github.io/AntonyKiriinya
GitHub: https://github.com/iamparody
Linktree: https://linktr.ee/antony_kiriinya
LinkedIn: https://www.linkedin.com/in/antony-kiriinya-a45769211