

MAXWEL BAYA CHARO

IT SUPPORT ASSOCIATE | IT CONSULTANT |
CHIEF EXECUTIVE OFFICER E-MAXY IT-SERV LTD



PERSONAL INFORMATION



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P.O BOX 55-80200 Malindi



11th June 1997

EDUCATION

Aug 2017- Dec 2023 | KISII UNIVERSITY

Bachelor of Science

(Computer Science)

Second Class Honours(Lower division)

2013-2016 | KAGUMO HIGH SCHOOL

Kenya Certificate of Secondary

Education (KCSE)

Attained Grade B (plain)

2008-2012 | AIRPORT PRIMARY

Kenya Certificate of primary Education

(KCPE)

Scored marks 374/ 500

OBJECTIVE

To work in a dynamic professional environment with a growing organization and utilize my creativity and innovative thinking for benefit of the organization and myself. To utilize my technical and management skills for achieving the target and developing the best performance

SKILLS

- Proficient in Ms. Office suite(365/2010-2021). Databases (Oracle/MySQL/Ms. Access)
- Operating Systems (Linux/Windows 7-11/Ubuntu)
- Networking (WAN/WLAN /LAN)
- Computer and Data Security
- Web Development
- Computer Hardware Maintenance
- Data Entry and Analysis
- Intercom Systems (VOIP) configuration.
- Server Maintenance.
- Customer Support
- IT Sales/Marketing (B2B, B2C)
- IT Support.(Level 1,2,3)
- UX/UI Design
- Graphics Design

EXPERIENCE/APPRENTICESHIP

ELIMU ACADEMY-KISII

Information Technology Instructor

February 2024 to July 2024 | Contract

Duties and Responsibilities:

- Planning student lessons based on IT knowledge and understanding of curriculum guidelines
- Delivering lessons to students using smart board expertise and public speaking skills
- Building rapport with students using interpersonal communication skills
- Using patience and conflict resolution skills to maintain classroom harmony
- Analyzing student progress based on results of assignments, quizzes, and tests
- Performing updates to hardware, software, networks, and operating systems

EXPERIENCE/APPRENTICESHIP

EURODAIRY & POLITICIAN MEDIA PLATFORMS

Social Media Manager

October 2023 to date | Part-Time

Duties and Responsibilities:

- Perform research on current benchmark trends and audience preferences
- Design and implement social media strategy to align with business goals
- Generate, edit, publish, and share engaging content daily (e.g. original text, photos, videos, and news)
- Collaborate with other teams, like marketing, sales, and customer service to ensure brand consistency
- Communicate with followers, respond to queries promptly and monitor customer reviews
- Oversee social media accounts' design (e.g. Facebook timeline cover, profile pictures, and blog layout)
- Suggest and implement new features to develop brand awareness, like promotions and competitions

NYAMAIYA MEDICAL CENTRE

IT System Administrator

June 2023 to date | Part-Time

Duties and Responsibilities:

- Manage and maintain the organization's network infrastructure, including LAN, WAN, and internet connectivity.
- Monitor the performance and security of IS, identifying and resolving any issues promptly.
- Install, configure, and maintain hardware and software, including servers, workstations, printers, and other peripherals.
- Manage and create user accounts and access privileges in various platforms such as NHIF, KMPDU
- Conduct regular data backups and implementing disaster recovery plans.
- Troubleshoot hardware and software problems, providing technical support to users.

EXPERIENCE/APPRENTICESHIP

MWALIMU INTERNATIONAL HOTEL

IT Manager

Feb 2023 to date | Part-Time

Duties and Responsibilities:

- Conducting routine evaluations of network and data security
- Locating and seizing chances to enhance and update software systems
- Creating and implementing the organization's IT policy and best practices
- Creating workshops and training programs for staff
- Performing routine system audits and Branding
- Running routine system operations reports and sharing them with top employees
- Managing and reporting on the IT budget's allocation and Payrolls.
- Advising the Hotel Staff on the usage of the Hotel Sales system
- Carryout Hotels Digital Marketing and proposals

UPLONDS LIQUOR LIMITED

IT Consultant

January 2023 to June | Part-Time

Duties and Responsibilities:

- Understand customer requirements and business objectives
- Provide strategic advice on using technology to achieve goals
- Manage IT initiatives and collaborate with in-house technical staff
- Design IT systems and networks ensuring the right architecture and functionality
- Support new technology implementation
- Train users in new and existing IT systems
- Assist with technical issues
- Revise existing systems and suggest improvements
- Produce reports

EXPERIENCE/APPRENTICESHIP

E-MAXY IT-SERV LTD, www.emaxyit.com

Chief Executive Officer

June 2022 to Present | Full-Time

Duties and Responsibilities:

- Assessing an organization's technology needs and making upgrade recommendations
- Setting short- and long-term implementation goals
- Planning and directing new hardware and software deployments
- Protecting sensitive data, systems, and applications from external threats
- Calculating the costs of current future IT systems
- Managing other IT professionals, including tech support staff, software developers, etc.

PEOPLES DEMOCRATIC PARTY (PDP) , www.pdp.or.ke

Information Technology officer

July 2021 to Present | Part-Time

Duties and Responsibilities:

- Ensure implementation of the ICT policy and coordinate its review where necessary, in liaison with the Peoples Democratic Party;
- Ensure the development of IT action plans pegged to PDP's overall IT Strategy;
- Evaluate the IT needs of the Party and advise on the most suitable software, hardware and other ICT requirements;
- Troubleshoot and diagnose systems and implement solutions or liaise with specialists for problem resolution;
- Schedule and implement quarterly software and hardware maintenance and coordinate repairs in response to hardware failure
- Maintain the Party's LAN- network cabling, routers, switches, videoconferencing, data,

EXPERIENCE/APPRENTICESHIP

ICONS HUB, www.iconshub.co.ke
IT Support Associate
February 2022-May 2023 | Part-Time

Duties and Responsibilities:

- Installing, maintaining and configuring hardware and software systems according to company policies.
- Troubleshooting and repairing network, hardware and software components.
- Perform routine maintenance and inspection of network and server systems.
- Testing network and server systems to verify functionality and performance.
- Perform hardware and software upgrades to achieve optimum performance level.
- Perform root cause analysis of complex problems and provide corrective actions.
- Maintain IT infrastructure and manage help desk issues.
- Update software antivirus on regular basis.
- Provide technical support to servers, networks, and other computing platforms.
- Order and stock equipment and supplies when necessary.
- Monitor and control expenses within allotted budget.
- Provide advice and training to other associates.

ROUTER-SWITCH.COM, www.router-switch.com
IT Sales Representative- Kenyan Region
February 2022-March 2023 | Remote/Contract

Duties and Responsibilities:

- Identify sales opportunities with new customers and open new logos.
- Prospect for potential customers using various direct methods such as calling and face-to-face meetings, and indirect methods such as networking.
- Customer engagement with local Resellers, Integrators, business partners to ensure growth for our business.
- Maintain a strong client relationship through consistent communication during all phases of the process

EXPERIENCE/APPRENTICESHIP

ICT AUTHORITY, www.icta.go.ke
Junior ICT Officer
June 2021-January 2022 | Internship

Duties and Responsibilities:

- HUAWEI/ SOULCO Server Maintenance.
- Intercom System Configuration.
- Adding and resetting accounts on the Agile Controller.
- Digital Literacy Program (DLP) facilitation and training.
- Network Survey in Schools and Government Offices around Kisii County.
- Network and CCTV installation.
- Computer Software installation, configuration, and maintenance.

Kenya Urban and Rural Roads Authority, *KURRA*.
Data Entry Clerk
August 2020-September 2020 | Contract

Duties and Responsibilities:

- Compile, sort and organize data to be entered into the databases or electronic files.
- DataCollection from source point.
- Establishing Data entry points.
- Report presentation.
- Review and update records when required.

KILIFI COUNTY ASSEMBLY,
ICT Officer
June 2019-August 2019 | Apprenticeship

Duties and Responsibilities:

- Assisting with troubleshooting computer hardware and software.
- Assisting with cloning and Software installations and configurations.
- Setting up computer workstations.
- Setting up teleconference & video conference meetings.
- Requesting desk phone service activations and mobile phones configurations

EXPERIENCE/APPRENTICESHIP

JUSNET BUSINESS INSTITUTE,
IT Instructor
February 2017-May 2017 | Contract

Duties and Responsibilities:

- Provide Course Information.
- Provide Students with Access to and Feedback on Their Work.
- Secure Handling of Examinations.
- Observe Scheduled Class Times.
- Observe Office Hours or Appointment Times.
- Report Scholastic Dishonesty.
- Maintain an Appropriate Learning Environment.







REFEREES







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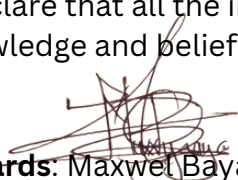


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DECLARATION

I declare that all the information given hereby is true and correct to the best of my knowledge and belief.


Regards: Maxwell Baya Charo
July, 08, 2024.