

CONTACT

PAULA AKETCH ODHIAMBO

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🌐 Paula Aketch

OBJECTIVE

Motivated and detail oriented final year Computer Science student with foundational knowledge in cybersecurity, networking, and cloud technology. Seeking to apply my skills and academic background in a dynamic and inclusive environment. Eager to contribute to a security conscious culture while gaining hands on experience.

EXPERIENCE

May 5th 2024 -
August 12th 2024

- **Attachee**
Tourism fund kenya
 - Provided technical assistance to end users via phone, email, and in- person assistance
 - Resolved desktop and systems- related issues across Windows and Mac environments
 - Hardware troubleshooting
 - Assisted with network troubleshooting, including wi-fi connectivity issues, printing and VPN setups.
 - Managed incoming helpdesk tickets, assigned requests and ensured timely resolution
 - Performed system support tasks, including software updates, user account ,management and basic server monitoring.
 - Documented issues and solutions to improve knowledge base efficiency
 - Updating inventory

EDUCATION

September 2021 -
ongoing

- **The Catholic University Of Eastern Africa**
Bsc. Computer Science

2017 - 2020

- **St. Bakhita Siakago Girls High School**
Secondary School
B

SKILLS

- End user support
- Desktop support(windows and mac)
- Systems support & administrations
- Network support & administrations
- Help desk Ticket Management
- Basic and intermediate Network Configuration(LAN/WAN, WI-FI, VPN, DHCP)
- Remote & On-Site IT Support
- Software installation & Updates
- Systems Diagnostics & Performance Tuning
- User Account Management(Active Directory, Performance)
- Customer Service and Communication.

REFERENCE

- **Jackline Chelgut - Tourism fund kenya**
Supervisor
jchelgut@gmail.com
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- **Stanley Chege - Catholic University Of Eastern Africa**
Lecturer

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