

Brian Williams Onyango

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CAREER OBJECTIVE

An enterprising IT professional, underpinned by a rich technical background spanning graphic design, technical support, and IT administration. Highly skilled in executing both technical troubleshooting and systems management, supplemented by an aptitude for project management. Noteworthy accomplishments include facilitating substantial growth in website traffic and social media followers, raising network speed and reliability, and maintaining a perfect record of IT security.

SKILLS

Web Development: Proficient in HTML, CSS, Bootstrap, and JavaScript, Wordpress(CMS) Figma, Adobe Photoshop, basic computer architecture, operating systems (Windows, Linux), remote connection and virtual machines, computer networking, software management, troubleshooting and customer service, routing concept, managing directory services, data management and recovery, IT security, IT security, hashing, network security.

EXPERIENCE

Graphic Designer

Jan 2022 - Present

Freelance, Nairobi

- Pioneered the conception and creation of captivating logos, compelling social media graphics, and impactful branding materials for over 10 startups, resulting in a remarkable average website traffic surge of 15% and an impressive 20% increase in social media followers.
- Employed an array of design tools, including Canva, to craft visually stunning and meticulously tailored designs that not only met client requirements but consistently surpassed expectations.
- Orchestrated end-to-end project management, orchestrating seamless project planning, design conceptualization, and prompt delivery, ensuring all milestones were met in a timely fashion.
- Exhibited exceptional communication prowess, fostering fruitful collaboration with clients through attentive consultation, comprehension of their unique needs, and the provision of lucid and concise project updates throughout the design lifecycle.

Computer Lab Technician (Internship)

Sep 2022 - Dec 2022

United States International University (USIU), Nairobi

- Expertly addressed hardware, software, network, and system-related challenges for end-users, delivering top-notch technical assistance and support.
- Diagnosed and resolved intricate technical issues, efficiently escalating complex concerns to relevant teams when required.
- Orchestrated seamless installation, configuration, and maintenance of computer systems, peripherals, and software applications.
- Skillfully executed hardware repairs, upgrades, and upkeep, ensuring peak performance and maintaining an impressive average turnaround time of 48 hours per repair request.
- Administered and oversaw user accounts, permissions, and access levels within Active Directory, upholding data security and integrity for a user base of over 500 individuals.
- Monitored and sustained network infrastructure, including routers, switches, and firewalls, achieving a remarkable 80% uptime.
- Collaborated seamlessly with cross-functional teams to implement cutting-edge IT projects and upgrades, instrumental in a 20% enhancement of network speed and

reliability.

- Conducted comprehensive training sessions, empowering end-users with proficiency in novel technologies and software applications, earning a commendable 95% satisfaction rating from participants.
- Maintained unwavering adherence to IT policies, procedures, and security protocols, resulting in a flawless record with zero security breaches.

Technical Assistant (Internship)

Feb 2021 - Dec 2021

Integrated Fire Safety Solutions (IFSS), Nairobi

- Delivered rapid and effective technical support to a diverse user base, adeptly resolving hardware and software issues to ensure uninterrupted workflow.
- Played a pivotal role in the seamless installation, configuration, and meticulous troubleshooting of computer systems and peripherals, contributing to the optimal functionality of essential IT infrastructure.
- Spearheaded routine maintenance activities, including the implementation of critical system updates and patches, fortifying system security and performance.
- Orchestrated the meticulous management and documentation of an expansive inventory of IT equipment and software licenses, ensuring precise tracking of over 200 assets.
- Collaborated harmoniously with team members to analyze and conquer intricate technical challenges, subsequently elevating system performance by an impressive 20%.
- Displayed unwavering responsiveness to help desk tickets, meticulously documenting and diligently tracking issues through resolution, culminating in an outstanding 60% ticket closure rate.

Salesperson

Oct 2020 - Dec 2020

Vaspro Limited, Nairobi

- Delivered persuasive and compelling presentations to effectively promote new products and exclusive deals, captivating potential customers and driving sales growth.
- Reviewed and meticulously coordinated the execution of potent marketing strategies, contributing to the enhancement of overall sales and market presence.
- Leveraged the power of social media and an array of sales and marketing tools to successfully engage potential customers, resulting in an impressive generation of 10+ leads per month.
- Provided exceptional customer support by expertly addressing inquiries and concerns, fostering a noteworthy 60% customer satisfaction rating.
- Played an integral role in the facilitation of transparent communication between customers and higher management, actively reporting sales figures and promptly addressing customer complaints or concerns.
- Demonstrated exceptional negotiation skills in the process of price discussions, warranties, and terms and conditions, ultimately contributing to successful sales closures.

EDUCATION

Meta Front-End Developer - Online Classes

Feb 2024 – In Progress

Coursera, Nairobi

Responsive Web Design - Online Classes

Jan 2023 – Feb 2024

Free Code Camp, Nairobi

Google IT Professional Certificate - Online Classes

Jan 2023 – Jan 2024

Coursera, Nairobi

Graphic Design - Online Classes

Jan 2022 - Jun 2022

Canva Design School, Nairobi

Craft Certificate in Information Technology Mar 2019 - Nov 2021
Institute of Advanced Technology, Nairobi

International Computer Driving License (ICDL) Feb 2018 - May 2018
Institute of Advanced Technology, Nairobi

CERTIFICATIONS

IT Security: Defense against the digital arts Dec 2023 – Jan 2024
Coursera - <https://coursera.org/verify/D88W9Z89RVRR>

System Administrator and IT Infrastructure Services Nov 2023 - Dec 2023
Coursera - <https://coursera.org/verify/W5A227FG8SFD>

Operating Systems and You: Becoming a Power User Sep 2023 - Oct 2023
Coursera - <https://coursera.org/verify/5WVETVHMHKT8>

The Bits and Bytes of Computer Networking June 2023 - Aug 2023
Coursera - <https://coursera.org/verify/LCPK6ZTFCT32>

Technical Support Fundamentals Jan 2023 - May 2023
Coursera - <https://coursera.org/verify/2Z3DXLYAVVBN>

Fundamentals of Digital Marketing Jan 2023 - Mar 2023
Google Digital Garage - ZVC 7BB 3SH

Customer Service Skills Jul 2022 - Aug 2022
HubSpot Academy

Craft Certificate in Information Technology Mar 2019 - Nov 2021
Kenya National Examination Council (KNEC)

International Computer Driving License (ICDL) Feb 2018 - Jun 2018
Institute of Advanced Technology