

NANCY MBULA JOSEPH

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PROFILE SUMMARY

Adaptable and tech-savvy professional with a strong background in computer operations, IT support, administrative assistance, and customer service. Skilled in a wide range of software, data management systems, and office tools, with proven experience in supporting digital workflows, troubleshooting IT issues, and maintaining accurate records. Demonstrates high attention to detail, strong communication skills, and the ability to learn and adapt quickly in dynamic work environments. Seeking to contribute my diverse skills to roles that requires reliable computer literacy and a proactive approach to problem-solving.

CORE COMPETENCIES

- Microsoft Office (Excel, Word, PowerPoint)
- Data Entry & Records Management
- Internet Research & Digital Communication
- IT Support & Troubleshooting
- Software Installation & Configuration
- Computer Hardware & Printer Setup
- Email & File Management
- Online Collaboration Tools (Zoom, Google Workspace)
- Networking Basics (LAN/Wi-Fi setup)
- Cybersecurity Awareness
- Technical Documentation
- Customer Support

TECHNICAL SKILLS

- Operating Systems: Windows, Linux

- Tools: MS Office, Google Workspace, Zoom, TeamViewer
- Web Technologies: HTML, CSS, PHP (basic)
- Cyber Tools: Wireshark, Nmap (familiar)
- Data Management: MySQL (basic), Excel
- Security: Backup procedures, antivirus installation, password hygiene

SOFT SKILLS

- Strong Communication Skills
 - Team Collaboration
 - Problem-Solving Attitude
 - Time Management
 - Attention to Detail
 - Willingness to Learn
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PROFESSIONAL EXPERIENCE

SESD Trainer (NYOTA Program)

Sigmund Peak International Limited | March 2026 – April 2026

- Facilitated training sessions on personal development and community engagement
- Mentored youth and supported learning and participation activities
- Encouraged teamwork, confidence building, and active engagement
- Assisted in implementing community-based empowerment programs

Data Entry Clerk,

Datum | June 2024 – Jan

2026

- Accurately entering and updating large volumes of data into company systems.
- Performing data verification, cleaning, and validation to ensure integrity.
- Assisting in generating reports and summaries from collected data.

- Maintaining confidentiality and security of sensitive information.

Freelancing

April 2021 – May 2024

- Delivered remote and in-person support to individuals and small businesses on computer and software usage.
- Installed, configured, and maintained computer systems and software.
- Guided clients in basic cybersecurity practices and digital hygiene.
- Supported clients in using Microsoft Office tools and online platforms for documentation, reporting, and communication.

ICT Intern

Karatina University | Jan 2020 – Jan 2021

- Supported computer labs and provided technical assistance to students and staff.
- Handled software installations, network troubleshooting, and basic maintenance of workstations.
- Performed data entry, sorting, and backup of academic records and institutional documents.
- Assisted with system updates and conducted preventive maintenance for printers and PCs.

IT Assistant

Ashton Apparel (EPZ) | July 2017 – Feb 2018

- Managed daily data entry and verification of production records.
- Provided technical support for office and production departments.
- Installed biometric systems and performed IT-related tasks to support operations.
- Collaborated with departments to ensure smooth digital processes.

IT Attachee (Intern)

Water Resources Management Authority (WARMA) | May 2015 – Aug 2015

- Performed data backups and software updates.

- Offered helpdesk support for common user issues.
 - Installed and configured printers, antivirus software, and office tools.
 - Supported administrative staff with computer-based tasks.
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EDUCATION & TRAINING

Data Analytics

ICT Authority, Nov 2025

Linux Administration, Cybersecurity, SQL, DevOps and Data Analytics

Airtel Africa Foundation (AAF), Sept 2025 – Jan 2026

CompTIA Security+ (In Progress)

Acyberschool

Bachelor of Science in Information Technology

Meru University of Science and Technology (2013 – 2017)

Graduated with Second Class Upper

Certificate in Computer Operations

Chacha Computer College (May – Aug 2013)

Specialized in MS Office, Internet, and Windows basics

Kenya Certificate of Secondary Education (KCSE)

Mwaani Girls' High School (2009-2012)

Grade B+

Kenya Certificate of Primary Education (KCPE)

Mbiuni Primary School (2000-2008)

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REFEREES

Prof Robert Arasa

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