

LUSWA CLINTON

ICT PROFESSIONAL | ICT SUPPORT | WEB DEVELOPMENT | ICT TRAINING

P.O. Box 88, Nambacha, Kenya | 0748032315 | luswaclinton2@gmail.com | Kakamega, Kenya

PROFESSIONAL PROFILE

Dedicated and technically skilled ICT professional with a Diploma in Information Communication Technology and two years of practical experience as a Cyber Assistant. Experienced in computer hardware and software support, troubleshooting, networking fundamentals, Internet services, Microsoft Office applications and customer technical support. Skilled in web development using HTML, CSS, JavaScript and WordPress, with knowledge of C programming and ongoing TVET Trainer coursework in ICT. A reliable, adaptable and problem-solving professional seeking to contribute technical and ICT support skills within the Rift Valley National Polytechnic environment.

CORE ICT COMPETENCIES

- | | | |
|--------------------------------------|--|---|
| • ICT Technical Support | • Computer Hardware Repair & Maintenance | • Software Installation & Configuration |
| • Computer Troubleshooting | • Preventive Maintenance | • Computer Networking Fundamentals |
| • Printer Installation & Maintenance | • Windows Operating Systems | • Microsoft Office Applications |
| • Internet & Email Support | • End-User Technical Support | • HTML & CSS |
| • JavaScript | • WordPress Website Development | • C Programming |
| • Problem Solving | • Technical Communication | • Teamwork & Collaboration |

PROFESSIONAL EXPERIENCE

ELITE ZONE CYBER — KAKAMEGA TOWN

Cyber Assistant | 2024 – Present

- Provide day-to-day computer and technical support to customers.
- Assist users with computer applications, Internet access and digital services.
- Install, configure and troubleshoot computer software.
- Perform basic computer hardware maintenance and troubleshooting.
- Assist with printing, scanning, document preparation and other computer-related services.
- Troubleshoot basic Internet and network connectivity issues.
- Assist customers with Microsoft Office applications and other common software.
- Provide basic support for email and online services.
- Maintain ICT equipment and ensure computers are operating effectively.
- Identify technical problems and apply appropriate troubleshooting procedures.
- Provide professional customer service and assist users with their technical needs.

WEB DEVELOPMENT & PROGRAMMING

Web Development: HTML, CSS, JavaScript, WordPress website development

Programming: C programming fundamentals and problem-solving

EDUCATION

KENYA SCHOOL OF TVET (KSTVET)

TVET Trainer Coursework – ICT Option | Enrolled January 2026

ELDORET NATIONAL POLYTECHNIC

Diploma in Information Communication Technology (ICT) | Graduated 2023

SIDIKHO SECONDARY SCHOOL

Kenya Certificate of Secondary Education (KCSE) | 2017 | Mean Grade: C-

KHARANDA PRIMARY SCHOOL

Kenya Certificate of Primary Education (KCPE) | 2013

PROFESSIONAL CERTIFICATION

Cisco Certificate – Basic Computer Repair and Maintenance, Kenya School of TVET (KSTVET) | Awarded 6 February 2026

PERSONAL ATTRIBUTES

- Honest and dependable
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- Quick learner with a positive attitude
- Able to work independently and as part of a team

- Able to work under minimal supervision

REFEREES

Ms. Caroline Nambirifuma
Cyber Owner 0703994400
Ms. Sabibu Wakhisi
0713 561416