



## TOM WANZALA OLABA

Street address: Tourist Club Area, Abu Dhabi

Nationality: Kenyan

Marital status: Single

Visa status: Visit Visa

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### I.T HELP DESK SUPPORT /CUSTOMER SERVICE /WAITER

#### Professional Profile

An enthusiastic, task-driven individual with a strong work ethic and a track record of meeting challenging deadlines with proper revision to meet precision and accurate results. I adept at leveraging superior communicative and interpersonal skills to interact with diverse individuals and groups at all organization level. Passionate about professional development and eager to undertake training to obtain new skills and further enhance my career. Proven to spread a positive can-do attitude by creating and cultivating a playful and relaxed work environment to make day to day workloads feel lighter.

#### Work Experience

##### **Saddle Café LLC, Abu Dhabi – Waiter**

Oct 20<sup>th</sup> 2020- Dec

9<sup>th</sup> 2021

- Took customer orders professionally, presenting them with their invoices and making sure their drive-through experience at our food truck was as memorable as the dining experience in world class restaurants.
- Adhered to safety regulations and internal protocols.
- Resolved a number of complaints by investigating root causes and offering solutions to both customers and my colleagues.
- Maintained a polite, hospitable demeanour while engaging not only with customers but also my colleagues, to take orders and serve meals

- Received call orders professionally while following a strict sequence of service to ensure customer satisfaction.
- Creatively thought of ways to improve our services and helped the management solve problems through creative thinking.
- Participated actively in decision-making on matters affecting our business with both my supervisors and the management.

### **International Computer College, Mombasa – Help Desk Support**

*August 2019 – August 2020*

- Provided support to company's clients while ensuring a pleasant customer experience, diagnosing and solving customer issues, managing customer accounts, doing network repairs, taking incoming calls professionally and finding ways to improve support procedures.
- Training end users on hardware functionality and software programs.
- Prioritize problem and enhancement request queue to satisfy end user requirements within service level agreements.
- Collected and maintained end user information - Created support documentation - Provided Tier I support and problem management.
- Performed password administration and access support for Active Directory, PeopleSoft and a number of internal/proprietary systems and applications.
- Utilized Dame Ware to remotely troubleshoot and resolve customer issues.
- Collaborate with other service desk technicians to resolve any application specific issues within a timely manner.
- Take overall responsibility for incident management and request fulfillment on the Service Desk.
- Meet required productivity expectations, including Service Desk metrics.
- Provided on-the-job training to in-processing Service Desk Technicians.
- Logged/monitored service desk tickets using remedy software.
- Diagnosed and repaired personal laptops and desktops while also educating customers in the process and providing excellent customer service.
- Provide technical customer service support for all business applications including enterprise and division/departmental applications as well as hardware environment.
- Implemented quality customer service by scheduling appointments and organizing information using computer technology, and filed paper work.
- Updating computer software as well as upgrading hardware and systems.
- Assisted in network troubleshooting and implementation of new network architecture on the required facility.

- Showed good skills of network management, reacted appropriately to network issues and helped fix issues with less or no supervision.
- Always maintained the unique dress code at work with while adhering to hygienic practices making sure both the customers and my colleagues are unbothered.
- Provide support for all Information Technology products/services.
- Utilized the Remedy Information Technology Service Management Suite to track all service and trouble tickets involving support to end-users.

## Skills

Technical support	Computer hardware	Virtual Private Network(VPNs)	Critical thinking
Attention to detail	Access control	Team player	Adaptability
All-star communication skills	Computer maintenance and installation	Soft skills	Motivator
Detective-like troubleshooting skills	System administration	Time management	Data handling and management
Systems installation and Ticketing systems	Information technology	Problem solving	Networking
Wireless technology and networking	Microsoft operating systems	Customer services	Servers
Software installation	Android support	Active listener	Real desire to help customers

## Education

**Regional Educational Institute Abu Dhabi** – CCNA and CCNP

*April 2021 to date*

Certificate level

## Summary

An IT specialist enthusiast with 2 year professional experience of data entry, technical support, enhancing IT operations across the enterprise and advanced expertise in LAN/WAN administration, seeking a position in a dynamic organization with ample opportunities and competitive environment for performance-based growth.

## Referees

Upon request.

