

Dorine Mamboleo Magero

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Profile

Digital skills trainer and ICT support professional with experience in facilitating basic ICT literacy, supporting users in digital systems, and delivering technical assistance in educational environments. Experienced in Microsoft Office training, digital literacy support, system troubleshooting, and coordinating ICT-based learning activities for students and staff. Skilled in simplifying technical concepts for non-technical users, supporting learners in practical digital skills development, and maintaining ICT systems and records. Passionate about youth empowerment through digital skills, freelancing pathways, and digital employment opportunities.

Professional Experience

2024/05 – 2025/05 Busia, Kenya	ICT Intern <i>Ministry Of Education</i> - Assisted staff in responding to system-related queries and ensuring service continuity - Maintained accurate records and updated databases using structured systems - Supported data entry and verification to ensure information accuracy - Guided users on proper system usage and troubleshooting steps - Maintained ICT asset inventories, tracking device allocation, usage, and condition to support accountability and operational planning. - Applied Ministry ICT policies and basic data protection practices to safeguard institutional information and ensure compliance with governance standards. - Monitored LAN and Wi-Fi networks, troubleshooting connectivity issues to ensure uninterrupted access to digital platforms. - Developed structured Excel reports to track system performance, ICT usage trends, and operational metrics, supporting data-driven decision-making. - Analyzed system usage data to identify inefficiencies and recommend improvements, increasing digital adoption across schools. - Assisted in IT project rollouts, coordinating device deployment, user setup, and basic training for end-users. - Delivered responsive end-user support, addressing technical queries promptly and improving staff satisfaction with IT services. - Supported system optimization and maintenance exercises, including data cleanup and performance testing, ensuring reliable IT operations.
2023/11 – 2024/04 Nairobi	Customer service Representative <i>Safari Update Travels</i> - Maintained accurate and structured records of bookings, customer interactions, and service updates, ensuring data consistency across systems - Managed reservations and ticketing processes, including changes, cancellations, and refunds, ensuring accuracy and efficiency in high-volume environments - Coordinated with airlines, hotels, and tour operators to resolve service disruptions, maintaining smooth operational workflows - Monitored active bookings and travel schedules, proactively identifying risks such as delays or cancellations and implementing timely solutions
2023/05 – 2023/09 Nairobi, Kenya	IT Atachee <i>Kenya Investment Authority</i> - Supported ICT security operations by enforcing access controls, user privileges, and authentication policies across institutional systems. - Participated in vulnerability identification and remediation, including system hardening, patch management, and configuration reviews on Windows and Linux systems. - Assisted in incident response activities, including log reviews, malware containment, and escalation of security events for resolution. - Liaised with ICT staff to resolve system outages and ensure timely restoration of internet and network services. - Supported onboarding of new staff by setting up user systems, installing required software, and guiding them on basic system use. - Administered and monitored endpoint protection and antivirus solutions, ensuring signature updates and compliance with ICT security policies. - Supported firewall and network security configurations in Cisco-based environments, including access rule enforcement and basic traffic monitoring. - Ensured data protection and confidentiality through adherence to ICT security policies, secure handling of sensitive information, and compliance reporting.

- Prepared **technical documentation and security reports** related to system access, incidents, and remediation actions.

2019/05 – 2019/08
Nairobi, Kenya

IT Atachee

Kenya Institute Of Curriculum Development

- Provided **secure ICT support** by resolving system issues while maintaining compliance with organizational security standards.
- Assisted in **hardening end-user systems** through secure configuration, patching, and malware prevention controls.
- Supported **network and system monitoring**, identifying unusual behavior and escalating potential security risks.
- Assisted in training staff on ICT policies, data protection practices, and acceptable use of organizational IT resources.
- Maintained basic documentation of IT issues, solutions provided, and system configurations for reference and reporting.
- Enforced **ICT usage and security policies** when supporting staff and users, reducing risk of data leakage and misuse.
- Maintained **accurate ICT asset and access records** to support audit readiness and accountability.

Education

2020/10 – 2023/10	BACHELORS OF BUSINESS AND INFORMATION TECHNOLOGY <i>Kiriri Womens University</i>
2018/09 – 2019/12	DIPLOMA IN INFORMATION TECHNOLOGY <i>Kiriri Womens University</i>
2018/08 – 2018/09 Nairobi, Kenya	DIGITIZEHER PROGRAM <i>AMERICAN SPACE-MOI UNIVERSITY-NAIROBI CAMPUS</i>
2018/01 – 2018/07 Nairobi, Kenya	CERTIFICATE IN BUSINESS AND INFORMATION TECHNOLOGY <i>INSTITUTE OF ADVANCED TECHNOLOGY</i>
2014/02 – 2017/11 Kakamega, Kenya	KCSE <i>Friends School Kaimosi Girls</i>
2004 – 2013 Nairobi, Kenya	KCPE <i>NYAWAI ACADEMY</i>
2025/09 NAIROBI	TECH FOR HER <i>AIRTEL & TERTIARY DNS UK.</i>

LANGUAGES

- Kiswahili
- English

Skills

- Digital skills training (Microsoft Office, basic ICT literacy)
- User support and ICT troubleshooting
- Online tools and digital collaboration platforms
- Lesson planning and training facilitation
- Youth mentorship and capacity building
- Data collection, reporting, and learner tracking
- ICT equipment maintenance and lab support
- Communication and stakeholder engagement
- Google Workspace & Microsoft Office Suite
- Digital inclusion and employability support

REFEREES

2023/11 – 2024/04 Nairobi 0757362750	Safari Updates <i>Faith Okova</i>
2024/05 – 2025/05 bunyaladeo@gmail.com	Subcounty Director Education Merciline Makokha
info@kicd.ac.ke, 070203639130	ICT DIRECTOR KICD <i>BERNARD ROTICH</i>
info@invest.go.ke, 0730104200	Supervisor <i>Mahugu Njau</i>