

PAUL MANYALA

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ICT Support Technician | Data Annotator | Web Developer.

OBJECTIVE

Seeking to leverage my technical expertise and problem-solving skills in a forward-thinking organization that values innovation, continuous improvement, and impactful service delivery.

PROFESSIONAL PROFILE

- Outgoing personality with strong customer service, and problem solving skills.
- Exceptional ability to listen to and understand information and ideas presented.
- A people's person, leader and capacity builder with a great passion to serve the community
- Excellent in computer knowledge

WORK EXPERIENCE

CLOUD FACTORY LIMITED

Jan 2026 – June 2026

Annotator

Responsibilities:

- **Data Labeling and Tagging:** Apply precise boundaries, bounding boxes, polygons, semantic segmentation pixels, or metadata tags to objects and features in datasets.
- **Quality Control and Self-Validation:** Check and correct personal work before submission, and occasionally review peer annotations to maintain high accuracy standards
- **Text and Audio Processing:** Classify documents, highlight named entities, transcribe speech recordings, or judge search query relevance

PIONEER FEEDS LIMITED

June 2023– June 2025

ICT Technician

Responsibilities:

- Maintaining local area networks (LAN), printers, and internet infrastructure, ensuring minimal downtime.
- ERP System Maintenance
- Providing software support for end-users, including troubleshooting application errors and performance issues.
- Delivering technical support to users, resolving issues related to connectivity, printing, and software.

BOMANI CONSULTANTS

March 2022- May 2022

IT Technician Intern.

Responsibilities

- Designing, building and maintaining a new user-friendly website for the Organization.
- Installed and maintained hardware and software components on computer stations and IT equipment for clients.
- Troubleshooting client computers
- Maintaining local area networks (LAN), printers, and internet infrastructure, ensuring minimal downtime.

DEWCIS SOLUTIONS

Jan 2021–March 2021

IT Technician Intern

Responsibilities:

- Resolved technical issues and maintenance of the institution s Enterprise Resource Planning System.
- Installed and maintained hardware and software components on computer stations and IT equipment for clients.
- Test and monitor software, hardware, and connected equipment.
- Troubleshooting client computers

TRAVELLER'S BEACH HOTEL

May 2019–Aug 2019

IT Technician Intern

Responsibilities:

- Wi-fi configuration and troubleshooting in case issues emerged.
- Installed CCTV cameras and did the maintenance.
- Diagnosed and successfully resolved hardware and software issues on user computers and server.
- Installed and maintained hardware and software components on computer stations and IT equipment.
- Test and monitor software, hardware, and connected equipment.

EDUCATION

MULTIMEDIA UNIVERSITY OF KENYA

2017-2021

Bachelor of Science in Information Technology

KWALE HIGH SCHOOL

2013-2016

Secondary Education

CERTIFICATIONS

CISCO

June 2025

Networking Basics

GOOGLE

Dec 2025

The Fundamentals of Digital Marketing

SKILLS

- Network Configuration & Management
- Server & System Administration
- ERP Support & Troubleshooting
- Hardware Maintenance & Deployment
- User Support & Training

REFER

Allan Malande IT Department Traveller's Beach Hotel +254 729 434 040 malandeallan@gmail.com	George Odiyo Human Resource Pioneer Feeds Limited +254720 449876 odiyo.georgie@gmail.com	Vincent Hezbon IT Department DewCis Solution +254 786 318680 vincent.oliver4@gmail.com	Stephen Lutta Principal Architect Bomani Consultants +254 722 871134 stephen.lutta@bomani.co.ke
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