



## Josphat Too Langat

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### CAREER OBJECTIVE

Proven service desk analyst with experience in providing world-class customer service and support to end users. Demonstrated ability to quickly learn new software and troubleshoot issues in a fast-paced environment.

### WORK EXPERIENCE

#### Command and Control Center Supervisor

*Group Security Systems-Msheireb Downtown Doha* [ 05/01/2021 - Current ]

**City:** Doha

**Country:** Qatar

**Name of unit or department:** Security and Customer Service - **Business or sector:** Real estate activities

- Supervising and providing oversight of the Operators who staff the Command Center.
- Ensuring the Command Center Operators are fully trained, skilled, and proficient in all technologies required to execute their role.
- Coordinating calls for emergency services and assisting with providing information and directions to responding units.
- Monitoring local CCTV video feeds and digital communication traffic.
- Writing or reviewing security-related documents, such as incident reports, daily reports, and standard operating procedures (SOPS).
- Tracking and reporting CCTV system malfunctions and improvement requirements.
- Following the communication chain to inform key individuals of emergency situations
- Maintains maps, checklists, and charts, including automated programs.
- Providing leadership by communicating team direction for improved performance
- Attending meetings with the clients and security personnel to determine operational needs.

#### Security Officer

*Group Security Systems-Metro Red Line Depot* [ 06/01/2018- 18/12/2020 ]

**City:** Al-Wakra

**Country:** Qatar

**Name of unit or department:** Metro Rail - **Business or sector:** Transportation and storage

- Managed incidents, and monitored closed-circuit television systems, and alarms.
- Handled security issues and/or emergency situations appropriately and in a timely manner.
- Reported safety concerns and unusual circumstances both verbally and in written reports.
- Verified the identities of drivers to allow access to the private and gated property.
- Improved productivity by ensuring new guards understand all post-order procedures and responding to client special requests promptly.

## **Project Support Coordinator**

*Carzan Flowers Ltd* [ 10/01/2016 - 30/12/2016 ]

**City:** Nakuru

**Country:** Kenya

**Name of unit or department:** Human Resources Management - **Business or sector:** Administrative and support service activities

- Handled daily office work including placing stationary orders, maintaining invoices, and assisting employees with their questions.
- Directed, coordinated, and planned essential central services such as security, on-site IT support, and facility management.
- Assisted in developing cost estimates, budgets, correspondence, and status reports.
- Periodic visits to work locations to assure satisfactory completion and review the quality of work.
- Recruited staff: this included developing job descriptions, preparing advertisements, checking application forms, and interviewing and selecting candidates.
- Organized training for staff.
- Updated employee files to document personnel actions and to provide information for payroll and other uses.
- Resolved employee conflicts in a fair and tactful manner and acted as liaison between the HR department and other company divisions.
- Tracked employee attendance using the sing SAP system for payroll purposes.

## **Technical Systems Analyst 11**

*Rafiki Microfinance Bank* [ 09/11/2014 - 31/10/2015 ]

**City:** Nairobi

**Country:** Kenya

**Name of unit or department:** Banking and ICT - **Business or sector:** Information and communication

- Installed, configured, upgraded, and troubleshoot hardware and software components.
- Responsible for systems incident management and root cause analysis where required.
- Collaborated with staff members to train customers and staff on information systems.
- Performed and assisted with desktop software and device testing, configuration, and upgrade.
- Facilitated group meetings for information systems design, problem-solving, and task implementation.

## **Help Desk Operation Specialist**

*Laikipia University* [ 05/05/2009 - 18/10/2013 ]

**City:** Laikipia

**Country:** Kenya

**Name of unit or department:** University Support Services - **Business or sector:** Education

- Provided technical assistance to end-users on a variety of issues.
- Responded to telephone and email requests for technical support.
- Documenting, tracking, and monitoring the problem to ensure a timely resolution.
- Provided assistance concerning the use of computer hardware and software.
- Provided technical expertise for conference room projector/screen configuration, assistance and Troubleshooting, and other audio-visual configurations as needed.

## EDUCATION AND TRAINING

### 1. Master of Business Administration (Strategic Management)

*Mount Kenya University* [ 04/01/2012 - 11/12/2014 ]

**Address:** Nairobi (Kenya)

**Field(s) of study:** Business Administration

**Final grade:** 66 - **Level in EQF:** EQF level 7

**National classification:** Pass

**Thesis:** Factors Influencing Relationship Between Intermediaries and Small-Medium Enterprises in the Process of Foreign Market Entry (A Case Study of Horticultural Firms in Kenya)

### 2. Bachelor of Science in Information Technology

*Jomo Kenyatta University of Agriculture and Technology* [ 06/01/2004 - 15/07/2008 ]

**Address:** Nairobi (Kenya)

**Field(s) of study:** Information and Communication Technologies

**Final grade:** 72 - **Level in EQF:** EQF level 6

**National classification:** Second Honors Class Upper Division

**Thesis:** Application of Shopping Cart System in Cross Border Trade

### 3. Microsoft Certified: Azure Solutions Architect Expert

*Microsoft* [ Completed: 12/12/2022 ]

### 4. Microsoft Certified: Azure Administrator Associate

*Microsoft* [ Completed: 15/11/2022 ]

### 5. Python with Burton Poulson

*Cursa App* [ Completed: 23/12/2022 ]

## LANGUAGE SKILLS

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	C2	C2	C2
<b>GERMAN</b>	B1	B1	B1	B1	B1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## CORE COMPETENCIES

### Digital Skills

Microsoft Cloud Services, Research Skills, Data Analysis, Social Media, Word Press, / Google Docs / Microsoft Office, Email and Instant Messaging, SharePoint administration / Database Administration, Power BI,

### Interpersonal and Communication

Good team spirit, good intrapersonal and interpersonal relationships / Decision-making/teamwork / Conflict resolution / Good listener and communicator

### Project Management

Project development & Project Management / Good time management / Critical thinking / Detail-Oriented / Research and analytical skills / Reviewing, reporting, and research

### Human Resource Management

Staff training / Work scheduling software / Sourcing, Recruitment, Screening, Negotiation, Payroll, End to End Recruitment,