

DAMARICE ALUOCH KURE

CONTACT

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TECHNICAL PROFICIENCIES & SKILLS

Technical Proficiencies

CCNA, HUAWEI, MICROSOFT 365,
AZURE, FORTINET, CAMBIUM,
COMPTIA A+.

Skills

Microsoft 365 *****

Azure***

Networking ****

Hardware *****

User support *****

Competencies

Team collaboration, Time management,
Attention to detail, Cooperative and
Empathetic, Customer focus and
attention to detail, Goal oriented, Strong
communication skills, Excellent support,
interpersonal, planning and organizing
skills.

EDUCATION

Bachelor of Science Information
Technology

- o Jomo Kenyatta University of
Agriculture and Technology

CERTIFICATIONS

NETWORKING

- o CCNA - CISCO
- o HUAWEI HCIA- HUAWEI

MICROSOFT

- o DESIGNING MICROSOFT AZURE
SOLUTIONS
- o MICROSOFT 365 IDENTITY AND
SERVICE – MICROSOFT
- o MICROSOFT MOBILITY &
SECURITY
- o MICROSOFT AZURE
ADMINISTRATOR – MICROSOFT

SECURITY

- o NETWORK SECURITY
ASSOCIATE I, II, III, IV
FORTIGATE
- o CAMBIUM

PROFILE

I am a highly motivated and results-oriented IT Support Administrator with 3+ years of experience in providing comprehensive technical support and system administration services. I possess a strong understanding of network infrastructure, cloud computing, and server management, and I am adept at troubleshooting complex technical issues efficiently. I am also a skilled communicator and team player, with a passion for providing exceptional customer service and ensuring the smooth operation of IT systems.

WORK EXPERIENCE

TECHNICAL ENGINEER - ELDAMA TECHNOLOGIES

| June 2023 – Present

Duties:

- Assist in architecting and testing solutions for Eldama clients.
- Deploying client solutions as per customer needs and business requirements in a timely and efficient manner
- Conducting pre-sales activities to assist the sales team in closing deals.
- Responding to client IT support requests on the phone, and email.
- Meeting with clients to diagnose software, networking, or hardware issues.
- Providing technical support on-site or via remote-access systems.
- Offering solutions and suggestions that meet the needs of the client.
- Repairing hardware malfunctions, software issues, and networking problems.
- Maintaining good client relations.
- Tracking and managing work records.

ICT OFFICER – UNIVERSITY OF NAIROBI

| May 2021 – May 2022

Duties:

- Installed and configured computer operating systems, applications, and software's
- Network troubleshooting.
- Designing and implementing new network solutions and/or improving the efficiency of current networks
- Installing, configuring, and supporting network equipment including switches
- Maximizing network performance through ongoing monitoring and troubleshooting tools such as Nagios tool
- Investigating faults in the network
- Perform facility surveys for network communications and make recommendations for the layout and location of network components, equipment, cabling, and wiring.
- Maintain records of work completed and in-progress; and updates network documentation to record installations, upgrades, and configurations.
- Configuring switches

ICT INTERN – OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS | Jan 2019 – Sep 2020

Duties:

- Installed and configured ICT hardware peripherals
- Installed and configured computer operating systems, applications, and software's
- Provided user support on the use of computer applications.
- Provided user support on the use of computer hardware.
- Hardware troubleshooting.
- Network troubleshooting.
- Diagnosed and solved hardware or software faults.

HARDWARE

- COMPTIA A+ GRAFFINS COLLEGE

HOBBIES

- Research
- Swimming
- Team sports i.e football netball

ICTASSISTANT- NATIONALTECHNOLOGYANDINNOVATION | Jul 2011 Dec 2016

Duties:

- *Software installation and configuration.*
- *Hardware maintenance and troubleshooting.*
- *Installation and management of (CDSIS) Library application.*
- *Information dissemination through the organization’s social media platforms and conferences.*

REFERENCES

1. **George Ndegwa** - Chief ICT Officer, University of Nairobi,
gndegwa@uonbi.co.ke, 0725772808 /0722629217
2. **Lee Wanjuki**- Technical Engineer, Eldama Technologies,
lee.wanjuki@eldama.co.ke, +254 725344103
3. **Jane Ocharo** – Senior ICT Officer, Office of the Director of Public Prosecutions, jbocharo@gmail.com, +254 722320643