

DAMARICE ALUOCH KURE

IT Support Administrator

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+254 716 207 136 | Nairobi, Kenya

Profile

I am a highly motivated and results-oriented IT Support Administrator with over 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.

Technical Skills

- Microsoft 365/Azure
- Networking
- Hardware
- User Support.

Soft Skills

- Team collaboration
 - Time management
 - Customer-focused
 - Strong communication skills
 - Goal-oriented
 - Excellent support, interpersonal, planning, and organizing skills
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Work Experience

Technical Engineer- *Eldama Technologies* | June 2023 – Present

- Assist in architecting and testing solutions for Eldama clients.
 - Deploy client solutions according to customer needs and business requirements in a timely and efficient manner.
 - Conduct pre-sales activities to assist the sales team in closing deals.
 - Respond to client IT support requests via phone and email.
 - Meet with clients to diagnose software, networking, or hardware issues.
 - Provide technical support on-site or through remote-access systems.
 - Offer solutions and suggestions that meet the client's needs.
 - Repair hardware malfunctions, software issues, and networking problems.
 - Maintain good client relations and track work records.
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ICT Officer- *University of Nairobi* | May 2021 – May 2022

- Installed and configured computer operating systems, applications, and software.
- Conducted network troubleshooting.
- Designed and implemented new network solutions or improved current networks.

- Installed, configured, and supported network equipment, including switches.
 - Maximized network performance through ongoing monitoring and troubleshooting tools such as Nagios.
 - Investigated network faults and conducted facility surveys for network communications.
 - Maintained records of completed and in-progress work, updating network documentation as needed.
 - Configured switches.
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ICT Intern- *Office of the Director of Public Prosecutions* | Jan 2019 – Sep 2020

- Installed and configured ICT hardware peripherals.
 - Installed and configured computer operating systems, applications, and software.
 - Provided user support for computer applications and hardware.
 - Conducted hardware and network troubleshooting.
 - Diagnosed and solved hardware or software faults.
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ICT Assistant- *National Technology and Innovation* | Jul 2011 – Dec 2016

- Installed and configured software and hardware.
 - Performed hardware maintenance and troubleshooting.
 - Managed the installation of the CDSIS Library application.
 - Disseminated information through the organization's social media platforms and conferences.
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Projects

Project 1: Office Network Infrastructure

Designed and implemented an office network infrastructure, which improved operational efficiency and boosted profits by 70%. I shadowed the team lead in the project.

Project 2: Microsoft 365 Tenant-to-Tenant Migration

Led a Microsoft 365 tenant-to-tenant migration, resulting in a seamless transition and a 60% increase in productivity. I was the team lead in the project.

Project 3: Telemedicine System

Developing a backend using Node.js, Express, and MySQL to streamline patient management and appointment booking. I was the lead in the project.

Education

Bachelor of Science in Information Technology - 2017

Jomo Kenyatta University of Agriculture and Technology

Certifications

- CCNA - Cisco
- Huawei HCIA - Huawei
- Designing Microsoft Azure Solutions
- Microsoft 365 Identity and Services
- Microsoft Mobility & Security

- Microsoft Azure Administrator
 - Network Security Associate IV – Fortinet
 - CompTIA A+
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Hobbies

- Research
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References

1. **George Ndegwa**
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Phone: 0725772808 / 0722629217
2. **Lee Wanjuki**
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3. **Jane Ocharo**
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