

Amos Kiprotich Langat

Software Developer | Data Analyst

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👤 PROFILE

Detail-oriented IT professional with expertise in technical support, network administration, and web development. Proven ability to resolve technical issues with a 95% first-call resolution rate and implement network infrastructure improvements. Strong background in user support, system maintenance, and team collaboration, with proficiency in Windows and Linux environments.

📁 PROFESSIONAL EXPERIENCE

09/2023 – 11/2023 Nairobi, Kenya	Nairobi City Water and Sewerage Company LTD Network Administrator & IT Support <ul style="list-style-type: none">• Designed and implemented network infrastructure upgrade, achieving 50% increase in network speed and 20% reduction in downtime• Managed technical issues with 95% first-call resolution rate, improving customer satisfaction• Contributed to creation and maintenance of IT systems roadmaps and release plans• Provided end-user support and maintained IT equipment and systems• Collaborated with external vendors for system maintenance and support
03/2024 – 05/2024	Independent Contractor Freelance Web Developer <ul style="list-style-type: none">• Developed and maintained client websites using modern technologies• Led small engineering teams and managed project workflows• Provided clear communication and updates to stakeholders• Implemented user-centric solutions and resolved technical issues

🎓 EDUCATION

2024 – present	FOUNDATIONAL C# WITH MICROSOFT Microsoft, Online 🔗 Currently pursuing comprehensive C# programming certification through Microsoft's Foundational C# course. The program encompasses core language concepts, object-oriented programming principles, and practical software development fundamentals.
2023 – 2024	IBM DATA ANALYTICS WITH EXCEL & R IBM, Online This online course provided me with a comprehensive overview of Data Analytics.s Through interactive lectures, hands-on assignments, and peer-reviewed projects, I gained high valued skills like Cognos Analytics and R programming language.
2020 – 2024 Mombasa, Kenya	BACHELOR OF BUSINESS & INFORMATION TECHNOLOGY Technical University of Mombasa This comprehensive four-year program provided me with a strong foundation in both business principles and information technology concepts

TECHNICAL SKILLS

Operating Systems

Windows, Kali Linux, Ubuntu



IT Support

Hardware troubleshooting, software maintenance, user support



Tools

Microsoft Office Suite, Active Directory, network diagnostic tools



Project Management

Roadmaps, Spec Writing, Release Planning



SOFT SKILLS

Soft Skills

- Excellent problem-solving and analytical thinking
- Strong written and verbal communication
- Effective time management and multitasking
- Team collaboration and user support
- Ability to work under pressure

CERTIFICATES

• R Programming for Data Science Essentials [↗](#)

• Data Visualization and Dashboards with Excel and Cognos [↗](#)

• Excel Basics for Data Analysis [↗](#)

LANGUAGES

English



Swahili



INTERESTS

- Cloud Computing
- Machine Learning

- Networking and Network Security Activities
- Artificial Intelligence

- Open Source

AWARDS

06/11/2023

R Programming for Data Science Essentials [↗](#)
Coursera

15/10/2023

Data Visualization & Dashboard Essentials [↗](#)
Coursera