

FRANCIS IVIDAH

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LinkedIn: [www.linkedin.com/in/francis-chebo-39b836232](https://www.linkedin.com/in/francis-chebo-39b836232)

Website: <https://francischebo.github.io/francis-portfolio/>

Dedicated Network and ICT Support enthusiast committed to continuous learning and growth. With a Bachelor of Science in Information Technology from Kabarak University, Kenya. I'm ready in assisting network management, provide support in IT infrastructure and technical support to staff and clients. I am well-positioned to deliver exceptional results and kick-start my career in IT and Financial industry.

### **Skills and Abilities**

- Technical Support: Diagnosing and resolving hardware and software issues.
- Web design and development.
- Database Management: Ensuring data integrity and efficient retrieval of information.
- Understanding of networking concepts, including but not limited to TCP/IP, LAN, MAN, WAN and VPN.
- Familiarity with Windows operating system, Linux kernel (Ubuntu).
- Excellent problem solving skills and keen interest in learning new technologies.
- Computer Packages: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access) and Adobe.
- Strong communication: Ability to present technical information clearly to both technical and non-technical audiences.
- Collaboration: Effective communicator with a collaborative approach, fostering a positive work environment with diverse teams.
- Adaptable: Flexible to dynamic work environments and emerging technologies.

### **Work Experience**

#### **ICT Department Attachee**

*Ukombozi Sacco Limited Company*

*May 2023-August 2023*

#### **Achievements:**

- Maintained and managed hardware and software components to ensure seamless operations.
- Designed and optimized web application interfaces, ensuring a seamless and responsive user experience aligned with organizational objectives.
- Provided technical support to staff members and customers, by resolving hardware and software related issues.
- Assist in the setup, configuration and maintenance of network devices, including routers and switches.

- Assisted in updating and maintaining documentation related to network, software development and ICT configurations.
- Support in monitoring and troubleshooting network performance and connectivity issues.

## **User Support (Volunteer)**

*Eagle Web E-Commerce Limited Company*

*September 2023-March 2024*

Achievements:

- Collaborated with the IT team to ensure security and integrity of company's network and client's data.
- Stayed updated on the latest trends and technologies in network management and ICT support.
- Conducted testing and validation of e-commerce platforms to ensure they met customer expectations and industry standards.
- Promoted the company's products through affiliate and network marketing.

## **Education**

- Software Development Scholarship| **Power Learn Project** (plpafrika) | August Cohort 2024 - 19th December 2024.
- AI Augmented Professional Development Skills in the Digital Age| **ALX Africa** | June 2024 - August 2024.
- Bachelor of Science in Information Technology| **Kabarak University** | Sept 2020 – December 2024. Division: Second Class Upper Division.
- Kenya Certificate of Secondary Education (KCSE) | **Likuyani Boys High School** | February 2016 – December 2019.  
Mean Grade: B-

## **References**

Mr. Macharia Derrick Thiong'o

ICT Manager, Ukombozi Sacco Ltd, Nakuru

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Mr. Joseph Kiio

ICT Assistant, Ukombozi Sacco Ltd, Nakuru.

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