

GIDEON KIPNGENO NGETICH

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281-20100, Nakuru, Kenya

CAREER PROFILE

Highly skilled ICT professional with a strong background in system administration, network management, and database administration. Experienced in configuring and maintaining Windows Server, Linux distributions, and enterprise network environments to ensure optimal performance and security. Proficient in Active Directory, LDAP, virtualization, and cloud-based solutions, with a deep understanding of TCP/IP, DNS, DHCP, and network security protocols.

Proficient at database management (MySQL, Oracle), IT infrastructure support, and cybersecurity, including vulnerability assessments, penetration testing, and backup solutions. Proven ability to develop and enforce IT policies, manage ICT contracts, and implement disaster recovery plans to enhance business continuity. Strong scripting skills in PowerShell and Bash for automation and system optimization.

SKILLS

Committed to leveraging technology-driven solutions to streamline business operations and improve efficiency. Holds a Bachelor's degree in Information Technology and industry certifications such as CCNA, Shell Scripting, Technical Support, Prince2 Foundation and practitioner, Linux and windows Operating Systems and Oracle Database SQL Certified Associate.

- **Network Management:** Proficient in LAN/WAN setup, router configuration, network monitoring, and ensuring optimal signal performance across systems.
- **Technical Support:** Experienced in diagnosing and troubleshooting hardware/software issues, system installation, and providing proactive solutions to minimize downtime.
- **Cybersecurity Awareness:** Knowledgeable in implementing basic security protocols to safeguard networks and data integrity.
- **Communication & Reporting:** Strong verbal and written communicator with excellent documentation skills, ensuring accuracy, transparency, and seamless reporting.
- **Team Collaboration & Training:** Skilled in working with cross-functional teams and assisting in onboarding or training team members on technical systems.
- **Cloud Computing:** Familiar with deploying and managing cloud-based solutions, including virtualization, storage, and ensuring seamless integration with existing infrastructure.

WORK EXPERIENCE

ICT Support Intern

Kenya Forest Service, Dec 2022 – Dec 2023

- Conducted routine network maintenance and troubleshooting to ensure smooth connectivity for internal users.
- Collaborated with the IT team to improve network reliability, including router configurations and fiber optic cable maintenance.
- Delivered safety training to users on basic IT protocols and helped create clear, user-friendly documentation.
- Developing and enforcing IT policies
- Managing ICT contracts

Graduate Trainee

Public Service Commission Internship Program (PSIP), Feb 2022 – Dec 2022

- Played a key role in network setup and support, ensuring high connectivity standards across departments.
- Assisted in signal monitoring to identify and resolve connectivity issues promptly, contributing to reduced downtime.

- Engaged with end-users to provide technical support and guidance on network best practices.

IT Support Intern

Kapkatet Sub-County Hospital, May 2019 – Aug 2019

- Assisted in installing LAN/WAN networks, diagnosing network issues, and troubleshooting devices.
- Trained hospital staff on essential IT practices, enhancing their comfort and safety with technology.

Data Entry Clerk

Kenya National Examination Council (KNEC)

- Performed accurate data entry/capturing for exam records, supporting the maintenance of an up-to-date and reliable database.
- Generated regular reports to support data integrity and analysis, ensuring precise record-keeping.

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Zetech University | 2016–2020

Second Class Honors Upper Division

KENYA CERTIFICATE OF SECONDARY EDUCATION (KCSE)

Kapkatet High School | 2012–2015

KENYA CERTIFICATE OF PRIMARY EDUCATION (KCPE)

Chebitet Primary School | 2002–2011

CERTIFICATIONS:

- Cisco Certified Network Associate (CCNA)
- PRINCE2 Foundation and Practitioner Project Management
- BPO Contact Centre Implementation
- NDG Linux Unhatched
- Introduction to Cybersecurity
- Technical Support
- Shell and Bash Scripting
- DevNet Associates
- CyberOps Associates
- Programming Essentials in Python

REFEREES

- **MR. DAVID KANYI**

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- **MS. DOROTHY CHEPKIRUI**

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