

Gilbert Kipkech — Resume

Nairobi, Kenya

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Profile Summary

I am a certified Information Technology professional with a background in computer security, networking, project management, digital networks, Huawei switch and routing, software installation, and hardware maintenance. I am detail-oriented and a problem-solver who excels at providing optimal solutions, considering all aspects and consequences. I am friendly, professional, and build strong rapport with both team members and clients. I am seeking a hands-on position that allows me to apply my skills and experience to contribute to the organization while advancing my career.

Education

2015 – Ongoing: Masters of Computer Application , Dibrugarh University, India

2015 – 2018: BSc. Business Information Systems, Jaramogi Oginga Odinga University of Science and Technology, Kenya

2011 – 2012: Kenya Certificate of Secondary Education (KCSE), Moi High School - Kabartonjo

Date: Kenya Certificate of Primary Education (KCPE), Sesoi Primary School

Trainings and Workshops Attended

August 2019: Basic Digital Skills Training, eMobilis Mobile Technology Institute, Nairobi

July 2019: HCIA-Routing & Switching Training, Kenyatta University, Nairobi

Work History

Liquid Telecom (March 2020 - 2024).....

Managed Help Desk Officer Duties and Responsibilities:

- Attend to system-generated tickets for platinum customers and provide 1st level checks prior to escalating to the technical service management team.
- Manage the ticket flow to ensure all tickets are handled on time and meet initial response SLA.
- Perform timely follow-ups with the internal team for fault resolution updates and populate them on the customer tickets.
- Ensure the effectiveness and accuracy of data sources and data gathering techniques for quality checks.
- Perform call-backs to assess customer satisfaction levels for all platinum customers.
- Generate reports for operational and analytical dashboards for decision-making.
- Extract and analyze data from company and external databases to optimize product development and business strategies.

ICT Authority (July 2019 - February 2020).....

Presidential Digital Talent Program (Export Processing Zones Authority) Duties and Responsibilities:

- Maintain an asset register for all ICT assets at the stations.
- Assist in generating reports for management decision-making.
- Support in implementing company-wide data strategies.
- Conduct technical and electrical safety checks on computer equipment.
- Help staff and clients with technical issues and software setups.

Kenya National Examination Council (December 2019).....

Data Capturer Duties and Responsibilities:

- Prepare source data for computer entry by compiling and sorting information.
- Review data for deficiencies and resolve them following standard procedures.
- Enter customer and account data by inputting information on a keyboard or optical scanner.
- Verify entered data by reviewing, correcting, or reentering it.
- Maintain confidentiality in data protection operations.

IEBC (May - June 2019).....

Data Capturer Duties and Responsibilities:

- Verify and cross-check data captured for voter registration.
- Confirm names, IDs, and other details in the soft copy are accurate from hard copies submitted by the promoters.
- Submit verification reports to the supervisor.

Kenya Literature Bureau (March 2017 - July 2017).....

Industrial Attaché (Information Systems Analyst) Duties and Responsibilities:

- Responsible for ERP configuration and fiber optic cable termination.
- Provided ICT support, handled Sage ACCPAC ERP, and web design.
- Troubleshoot computer-related issues and ensured correction of data updates in the system.

Professional Memberships

HCIA Routing & Switching: Huawei Certified Information Associate (Routing and Switching).

Internet Society: Member of the Internet Society.

Skills and Competencies

Software: Microsoft Office Suite (Word, Publisher, PowerPoint, Excel)

Programming: C, C++, Java

Web Development: HTML, CSS, PHP

Networking: Huawei Certified Information Associate (Routing and Switching)

Interests, Personal Attributes, and Hobbies

In my free time, I enjoy listening to webinars on technological trends to stay current, reading motivational books, and networking.

I have a strong ability to learn and master new technologies quickly.

Excellent networking skills and communication abilities, enabling me to express technical concepts effectively both verbally and in writing.

Referees

1. **Mr. Jacob Rajula**
Principal ICT Technician
Export Processing Zones Authority
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Mobile: +254 721 378198
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2. **Ms. Judy Cheruiyot**
Sub-County Registrar
National Registration Bureau - Baringo
P.O. Box 34-30400, Kabarnet
Mobile: 0727759130
3. **Ms. Ann Gachau**
Retail Services & Contact Center
Liquid Interligent Technologies
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