

Isaiah, K Kirwa

Work permit: British Nationality: Kenyan Date of birth: 10 Aug 1996 Gender: Male

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ABOUT ME

As a recent graduate with a Bachelor of Business Information Technology, I am eager to leverage my technical expertise and business knowledge. My goal is to apply tech and business skills to drive innovative projects and enhance operational efficiencies within the technology and business sectors through effective management and strategic solutions

LANGUAGE SKILLS

Mother tongue(s): Kalenjin

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

WORK EXPERIENCE

 **Kapsabet County Referral Hospital** – Kapsabet, Kenya

City: Kapsabet Country: Kenya

ICT Intern

[16 Oct 2023 – 6 Dec 2023]

- Data collection entry and analysis
- Data retrieval, checking and validation
- System monitoring and updates
- Hardware troubleshooting and configuration
- Installation and configuration of ICT devices

 **Baraton International School** – Kapsabet, Kenya

City: Kapsabet Country: Kenya

Computer Technician Assistant

[4 Jan 2014 – 28 Oct 2018]

- Maintained and repaired computers
- Printinted and photocopied organizational documents
- Performed regular software update
- Created records of repairs and fixes

 **Nyayo Tea zones Development Corporation** – Nairobi, Kenya

City: Nairobi Country: Kenya

ICT Support Staff

[2 Sep 2024 – 30 Apr 2025]

- Deployed and configured new desktop and laptop devices (hardware and software) according to established standards and procedures.
- Hardware and Software Troubleshooting: Diagnosing and resolving hardware and software issues on end-user devices, escalating complex problems to senior engineers as needed.
- Providing friendly and professional on-site end-user support to staff during the refresh process.

- Accurately recorded and tracked hardware assets, ensuring proper disposal of old equipment.
- Worked closely with other IT teams and staff to coordinate activities and minimize disruption during operations.
- Maintained accurate records of work performed, including hardware and software configurations, troubleshooting steps, and user interactions.

EDUCATION AND TRAINING

Bachelor of Business Information Technology

University of Eastern Africa, Baraton [6 Jan 2019 – 18 Aug 2024]

City: Eldoret | Country: Kenya | Website: www.ueab.ac.ke | Level in EQF: EQF level 6

Kenya Certificate of Secondary Education

Lelmokwo High School [1 Feb 2010 – 20 Nov 2013]

City: Eldoret | Country: Kenya

Kenya Certificate of Primary Education

Birei SDA Primary School [10 Jan 2000 – 15 Nov 2009]

City: Kapsabet | Country: Kenya

SKILLS

Data Gathering, Data Processing, Data Visualization, Data Analysis / Experience in ERP and CRM systems (Salesforce, Hubspot, Odoo, Vtiger, etc...) / Website development and content management / Team work and Leadership Skills / Basic computer hardware, Basic computer software, Basic computer networking / IT support

BADGES & CERTIFICATIONS

[10 Feb 2024 – 5 Mar 2024]

Cisco Basic Computer Networking

Networking Basics course

Link: https://www.credly.com/badges/15f2bb10-d916-4311-b520-9eb26b7eaaf7/public_url

[3 Jan 2024 – 8 Feb 2024]

Cisco Introduction to Cyber Security

Cisco Cyber Security Introductory course

Link: https://www.credly.com/badges/2917b990-ff06-4a6e-9ea0-ec6d2ac68097/public_url