

Keter Sammy.

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Education.

September 2013 – July 2017

Multimedia University of Kenya

BSc. Mathematics and Computer Science.

Professional Certifications.

- Google IT Support:

Link: coursera.org/verify/professional-cert/E5899F5QJYXZ

- Google IT Automation with Python:

Link: coursera.org/verify/professional-cert/6GDAYHP3SU5C

Skills.

- Python Development (Flask, BeautifulSoup, Selenium, SQLAlchemy)
- Front-end Development (HTML/CSS/JavaScript)
- SQL Databases.
- Linux (CLI, Desktop Environment, Package Management)
- Git (GitHub). - <https://github.com/Keter-Sammy>
- Graphic Design (Figma), Docker, Office Suite, Spreadsheets.

Guided Projects:

- Linux Command line, Figma, Docker – Coursera Project Network.

Professional Experience.

October 2018 to Date:

Operations Manager (IT Support) Africa – Suntak Technology Limited.

- Administration: created and supervised IT Support teams in Kenya, Ethiopia and Angola – Inventory management, Incident tracking, resolution and documentation.
- Reduced turn-around time for devices submitted for service by 50% from 7 days to 3 days by increasing the technical team and training/evaluating them periodically.
- Took ownership of technical support duties – Configuration management, Software & Hardware management, Network management and all troubleshooting.
- Spearheaded customer support through empathy of customer frustrations, proper communication and timely incident resolution.
- Regularly trained, mentored and updated my teams on best customer support practices and performed mock customer support scenarios.
- Eased customer interactions by setting up a call center, toll-free IVR and social media handles for better communication.

August 2017 to October 2017

Technology Academy Trainee - Safaricom PLC.

- Undertook Training on 2G, 3G, 4G & LTE and Fiber Optic network Technologies and use of Network Management tools like UPMS, Netact and U2000.
- Monitoring Network Performance KPIs, generating Reports and offering recommendations based on the Reports.
- Performing network Drive-tests and bench-marking using tools like Ookla Speed-test, AnTuTu Benchmark among other propriety software.