**CURRICULUM**

**VITAE**

LABAN KIPRONO

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# PERSONAL PROFILE

**GENDER:** Male.

**POSTAL ADDRESS**: P.O Box 161 Sotik.

**LANGUAGES**: English and Swahili.

CAREER OBJECTIVE

Motivated individual seeking new responsibilities and challenges in a progressive, growth-oriented organization where I can utilize my skills in achieving organizational objectives.

# PERSONAL ATTRIBUTES

* I am a self-motivated, logical and methodical individual who is result-driven towards achieving tasks and objectives within time frames.
* I possess excellent interpersonal skills, leadership qualities and high personal integrity. I am also team player always encouraging and motivating others**.**

# ACADEMIC/PROFESSIONAL QUALIFICATIONS

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| --- | --- | --- |
| **YEAR** | **PROGRAMME** | **INSTITUTION** |
| SEP  2017 to  JAN 2021 | Diploma in Information Communication Technology | Kenya School of TVETs |
| 2013-2016 | Kenya Certificate of Secondary Education (KCSE) | Kimulot Boys High School |
| 2003-2012 | Kenya Certificate of Primary Education (KCPE) | Heroes and Heroines Education Center |

**COMPUTER KNOWLEDGE AND SKILLS**

|  |  |
| --- | --- |
| **Category** | **Skills** |
| Database and Data Management | Advanced Skills in SQL and PL/SQL database development language.  Big data |
| System Development | Skills in Programming languages such as C, C++, Java, VB.NET  GitHub accounthttps://github.com/LabanAllan |
| Web Design and Development  (Proficient) | Scripting languages such as, HTML, JavaScript ,CSS |
| Others | Computer Troubleshooting, Software Installation and Hardware Installation.  Proficient in Microsoft office: MS excel, MS word.  Search engine optimization (SEO) from Hubspot (https://www.hubspot.com/) |
| Soft skill | Keen to detail.  Problem solving skill and critical thinking.  Communication skill.  Professionalism.  Teamwork. |

# WORKING EXPERIENCE

# INTERN:

SEP 2019-DEC 2019:

CHEBANGO TEA FACTORY EPZ as

Information Communication Technology intern

**Roles and Responsibilities.**

1. Troubleshooting technical issues that deals with Wi-Fi rerouting.
2. Performing software updates and operating system installation i.e. windows.
3. Generating reports from database.
4. Sorting files according to a given order using Microsoft excel / spreadsheet.
5. Participated in database update
6. Updating customer details on office 365.
7. Updating Microsoft products
8. Participated in managing data using web based console.
9. Maintaining of hardware parts i.e. Central processing unit (CPU), printers etc.

January (2021) to April (2021);

Safaricom PLC as a Brand ambassador.

**Roles and Responsibilities**

1. Promoting the Brand and the services/product from Safaricom.
2. Answer queries on the service promoting and any other service from the company.
3. SIM cards activations.
4. Participated in promotional events.

May1st (2021) to date;

Safaricom fiber consultant/customer support. (FTTx)

**Roles and Responsibilities**

1. Help customers resolve their issues quickly and efficiently, while providing a positive and satisfactory experience.
2. Performing cost analyses of existing and potential customer.
3. Maintaining positive business relationship to ensure future sales.
4. Building strong and lasting relationships with customers, and to maintaining a positive reputation for the organization in order to boost NPS.
5. Giving sales presentation to a range of prospective clients.
6. Preparing weekly and monthly report.
7. Investigate problems; prepare report; develop solutions; and make recommendation to the management in order to resolve customer complaints.
8. Present service price list to the potential clients.
9. Participating in fiber roll out acceptance.
10. Experience and knowledge in network technologies I.e. LAN/WAN wireless network.
11. Troubleshooting hardware and routers to enhance better experience of the network.

# SEMINAR/WORKSHOP FACILITATION: -

* I have attended google seminar meeting held in college.
* I attended the youth empowerment meetings.
* I have attended Safaricom product knowledge (Home Fiber internet) at Safaricom headquarters.
* Currently learning at Software engineering program by Africa leadership (ALx).
* I attended google developers group Nairobi Chapter where I was able to understand how google manages data and information and storing them using google cloud technologies tools i.e. web-based console.

HOBBIES

* Attending online/in-person tech conferences.
* Reading self-help books.
* Watching Documentaries
* Following up on current affairs e.g., technologies, politics.

# REFEREES

1. ADWIN KORIR

TECHNICAL MANAGER CHEBANGO EPZ

MANAGER

BOMET.

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1. HUMPREY WANJOHI

KENYA SCHOOL OF TVETS

NAIROBI

HOD COMPUTER SCIENCE.

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3 MUNENE WILIFRED

CELLNET TEAMLEADER

SAFARICOM PLC

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