NEBERT NGARI KURIA

ICT SUPPORT OFFICER

CONTACT

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Address: Nairobi, Kenya

PROFESSIONAL SUMMARY

Detail-oriented ICT professional with a Diploma in Information Communication Technology and hands-on experience in technical support, network administration, and system maintenance. Proven ability to troubleshoot and resolve hardware, software, and network issues, manage servers, and provide user support. Experienced in Microsoft Office tools, including Office 365. Currently seeking a role as a Network Administrator to leverage my practical knowledge in IT infrastructure, including Active Directory and Microsoft Exchange.

WORK EXPERIENCE

IT SUPPORT INTERN | 2024-2025

Ol Pejeta Conservancy

- Provided remote and on-site IT support across departments.
- Maintained and updated computer hardware/software and performed troubleshooting.
- Assisted in user account management, backups, and IT asset inventory.
- Installed, configured, and maintained network equipment (switches, routers, access points).

IT SUPPORT ATTACHE | JAN 2023-APRIL 2023

Nyahururu County Referral Hospital

- Supported end-users with IT issues, improving response and resolution times.
- Installed and maintained hospital systems including Check Health Information System.
- Assisted with network cabling, printer configuration, and desktop support.

ACADEMIC HISTORY

Power Learn Project Academy | 2025-Present

Software Development

- MERN Stack Development
- Database Management (My SQL)

The Eldoret National Polytechnic | 2021-2024

Diploma in Information Communicaion Technology

- Network Administration
- Data Communication
- Systems Analysis
- C, C++ Programming
- Web development (HTML, CSS, Javascript)

CERTIFICATION

- Gaining hands-on experience in Microsoft Exchange, Server Administration, and Network Security.
- Actively pursuing relevant certifications to complement practical ICT expertise.

CORE COMPETENCES

- Network Administration & Troubleshooting
- Server Management (Windows Server, Domain, Exchange)
- Firewall & Antivirus Configuration (including Fortinet)
- Microsoft Office Suite & Office 365
- Hardware/Software Installation & Maintenance
- Help Desk & End-User Support (1st–3rd Line)
- DNS, SSL, and Domain Name Management
- CCTV & IT Asset Security
- Technical Documentation & Training

SOFT SKILLS

- Communication & Team Collaboration
- Analytical Thinking & Problem-Solving
- Time Management & Adaptability
- Attention to Detail

REFEREES

Available upon request