ALEX LUDIGA

P.O BOX 75645-00200

NAIROBI 0713789462

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THE HUMAN RESOURCE MANAGER

CIC GROUP INSURANCE

P.O BOX 59485-00200

NAIROBI KENYA

Dear sir/Madam,

**REF: APPLICATION FOR ICT SUPPORT TECHNIAN**

I hereby apply for an IT position at your company to explore what am conversant with and more so gain more experience in the IT field. I have a diploma in Information Technology having graduated at KCA University. I was attached at KCA university maintenance office, **Kenya power and** **lightening company** at ICT support office, **CIC GROUP Insurance Company** as an intern at ICT support and currently working at **Mwalimuplus** as a Data Clark.

Not only do i possess IT skills, am also good in field work studies. I strongly believe that I have the qualities you require to help take your organization to another higher level. I shall be most grateful if my application will be considered favorably

Yours faithfully,

**ALEX LUDIGA.**

Thank you,

**Curriculum vitae**

**ALEX LUDIGA**

**P.O Box 75645-00200, Nairobi**

**Email: alexludiga@gmail.com**

**Mobile: +25471378 9462**

**ID Number: 31480467**

**Date of Birth: 11th January 1993**

**Nationality: Kenyan**

**Languages: English, Swahili**

**PERSONAL SUMMARY**

An enthusiastic IT technician with the drive and determination needed to resolve technical IT and networking issues. I am ambitious with a strong technical background that possesses self-discipline and the ability to work with the minimum of supervision.

Career goal; To build a career with leading corporate having committed and dedicated people whom I will work with all my potential and enhance my skills. Being hardworking person, want to deliver my best to the organization.

I am currently looking for IT opportunities that will allow me to work alongside an expert team of IT professionals, which will make best use of my existing skills and also further my development and experience.

**WORK EXPERIENCE**

**Data Clark MWALIMUPLUS MARCH 4TH-PRESENT**

* Data entry using Programming language Mathjax.
* Create update and Edit Google sheets.
* Testing the data to check for corrections.
* Review work done by other colleagues to check for correct data entered.
* Check problems with the system and report to the relevant authority.
* Review other colleague’s work according to the company standards.
* Scan and upload documents using printing machine.
* Writing of daily reports on the status of the work done and assigned.
* Documentation.

**ICT Internship at CIC GROUP Insurance. 31thJune 2017 – 28th September 2017.**

* Server administration (Active Directory) 
* Software Installation
* Network Troubleshooting
* Hardware Maintenance 
* Key business applications installation and administration 
* Technical support
* Inventory management
* Branch Network/IPT set-up

**ICT Internship at Kenya Power. 9th May 2017 – 29st June 2017.**

* Support desk teams in various fields including PC and Printer installations and troubleshooting.
* LAN networking.
* Annual routine maintenance, which included responding to helpdesk.
* Telepresence & video conference system, contact center, IP telephony (IPT) and Voice over IP.
* LAN routing, IP telephony & VOIP
* **IT Industrial Attachment at KCA University. 23rd January 2017 – 28th March 2017**
* Computer hardware assembly and repair.
* Hard Disk cloning, software installation and updating.
* Networking setup, cabling and troubleshooting.
* Sub netting, router configuration and Wireless Access Point (WAP) configuration.
* Windows server 2012 installation and administration.
* Linux System administration.
* Anti-Virus Installation and update.
* Maintenance of machines.
* Assisting in setting up classes for lectures.

**KEY SKILLS AND COMPETENCIES**

* Good time manager.
* Ability to work well in a team environment.
* Willing to work flexible schedules / shifts.
* Highly organized and disciplined with a passion for Networking Technology.
* Good understanding of routing and switching.
* Installing, Configuring and Troubleshooting of Networking Equipment: Routers and Switches.
* Able to operate and support on personal computers LAN/WAN hardware and software.
* Understand and describe basic switching concepts and the operation of Cisco switches.
* Understand, configure, and troubleshoot enhanced switching technologies such as VLANs, Rapid Spanning Tree Protocol (RSTP), Per VLAN Spanning Tree Plus Protocol (PVST+), and Ether Channel.
* Knowledge of Network Security
* Installing Active Directory, DNS and DHCP on Windows Server 2012.
* Exposure to HTML, PHP, JavaScript and CSS.
* Computer assembling and maintenance.
* Troubleshooting hardware and software problems.
* Installing and configuring the peripherals, components and drivers.
* Installing software and application to user standards

**ACADEMIC QUALIFICATIONS**

May 2015-December 2016- **Diploma in information Technology**

KCA University

18th July 2014 –18th Sep. 2015- **Certificate of computer Application** East African Institute of certified studies

2010-2013 **Kenya Certificate of Secondary Education**

Kamusinde Boy’s High School

(K.C.S.E) Mean Grade C

2001-209 **Kenya Certificate Primary Education**

Tabani FYM

(K.C.P.E)

**OTHER QUALIFICATIONS**

* Worked in a cyber café and Mpesa Agent at Kitale Town
* Hostel captain, while in high school.
* Hobbies – computing (creating networks on a packet tracer), Browsing,

**REFERENCES**

FAITH MBURUGA

CONTENT MANAGER

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IT DEVELOPER

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