

# BERNICE JEROTICH KIPKENY

---

Phone number: 2263477617

Email: [bernicekipkeny94@gmail.com](mailto:bernicekipkeny94@gmail.com)

Github repo: <https://github.com/bcoderock>

As an IT professional, I am passionate about delivering exceptional technical support and adept at troubleshooting for end-users. My expertise lies in swiftly diagnosing and resolving complex hardware, software, and network issues. With a solid IT background blended with design, I create online experiences that are not only user-friendly but also visually engaging. Additionally, I possess strong web design skills, with proficiency in HTML, CSS, JavaScript, and Python, ensuring that functionality and aesthetics go hand-in-hand.

## EXPERIENCE

### Dock Technician, Christie Lites, Etobicoke — Sept 2022 - May 2024

- **Receiving and Distribution:** Efficiently off-load and organise incoming shipments for departmental distribution. Ensure accurate delivery by scanning and distributing items for testing and inspection.
- **Order Fulfilment:** Execute picking and packing of items to meet outgoing orders, maintaining control over workflow to minimise waste and errors.
- **Training:** Guide new employees through daily operations, fostering a knowledgeable and competent workforce.
- **Damage Control:** Adhere to the PPD-013 Damaged Equipment policy in case of any v damages upon truck arrival.
- **Operational Communication:** Communicate with the Operations department and Warehouse Supervisor regarding shipment arrivals and departures.
- **Inventory Management:** Conduct thorough checks of Packing Lists, Customs Documents, or the BOL to confirm offloading eligibility. Sort and tag returned gear with RFID for asset tracking, coordinating with the Asset Tracking Technician as necessary.
- **Workflow Prioritisation:** Collaborate with the Warehouse Supervisor to prioritise the processing of inbound gear.

### ICT Helpdesk Associate, Kenya Pipeline Company, Nakuru, Kenya — 2018 - 2019

- **Network Infrastructure & Cable Management:** Lead the charge in installing and maintaining network cabling systems to ensure seamless connectivity and minimal downtime.
- **IT Systems Maintenance:** Perform regular preventive maintenance on both hardware and software to boost system performance and extend its lifespan.
- **Database Administration:** Oversee user database configurations within the Quality Management System (QMS), improving data integrity and ease of access.
- **Access Control:** Manage password and terminal access with strict security protocols to protect sensitive information.
- **Technical Support:** Deliver comprehensive software support to end-users, swiftly resolving issues to sustain high user satisfaction levels.
- **Troubleshooting:** Address IT hardware and software issues faced by employees, ensuring efficient problem resolution.
- **Escalation:** Elevate unresolved issues to higher-level support personnel when necessary.
- **User Education:** Provide accurate explanations to users and offer training to enhance their understanding of IT systems.
- **Network & Internet Support:** Handle network and internet-related issues, offering Level 1 support.

- **IT Asset Management:** Serve as the primary contact for the procurement, replacement, and repair of IT assets (PCs, printers, monitors, and other peripherals), managing these assets' lifecycle using an Asset System.
- **Process Improvement:** Propose potential enhancements to procedures to streamline operations.
- **Task Management:** Stay responsive to Team Leaders regarding the progress of tasks and ensure their timely completion.
- **Technical Diagnostics:** Diagnose and resolve technical issues related to hardware and software.
- **Prioritization & Execution:** Efficiently prioritise, organise, and execute multiple support requests concurrently

### Secretary, Premier School, Eldoret, Kenya — 2013–2018

- **Visitor Reception:** Greet/welcome visitors, direct to personnel.
- **Communication Management:** Answer/screen calls, provide information.
- **Reception Area Maintenance:** Keep area tidy with necessary materials.
- **Mail Handling:** Receive, sort, distribute mail/deliveries.
- **Security & Access Control:** Follow safety procedures, control access.
- **Supply Management:** Order supplies, maintain inventory.
- **Visitor Log Maintenance:** Update visitor log book.
- **Administrative Support:** Assist with data entry, photocopying, printing.
- **Financial Information Assistance:** Explain fee structure in detail.
- **Inventory Oversight:** Manage inventory of textbooks, learning materials.
- **Fee Receipt Distribution:** Distribute receipts to classes/teachers.

### EDUCATION

**Automotive Training Centre, Etobicoke** Automotive Service Technology Pre-Apprenticeship  
In Progress(Evening Classes\Part-time)

**Moi University - Eldoret, Kenya — Bachelor of Science - Information Science - 2018**  
- IT Technologies - Media Sciences - Library Sciences - Record Management

**Maria Soti Girls Education Centre - Eldoret, Kenya- 2012**  
High School Diploma

### SKILLS

- **Time Management:** Demonstrated expertise in managing competing priorities with efficiency and poise.
- **Communication:** Exceptional communicator, adept at fostering teamwork and building strong professional relationships.
- **Technical Proficiency:** Proficient in Microsoft Office Suite and a quick learner of new technologies and software.
- **Problem-Solving:** Innovative problem-solver with a knack for identifying and implementing effective solutions.
- **Attention to Detail:** Unwavering commitment to precision, ensuring accuracy and excellence in all tasks.
- **Customer Service:** Passionate about delivering superior customer experiences and exceeding service expectations.
- **Adaptability:** I positively respond to change and quickly adjust to new procedures and technologies.

