DENNIS KIPRUTO KIPTOO

Nairobi,Kenya | consraydennis77@gmail.com | +254715770113

SUMMARY

Reliable and detail-oriented ICT Officer with hands-on experience in managing IT systems, supporting users, and maintaining secure and efficient network infrastructures. Proficient in system administration, network troubleshooting, user support, and implementation of ICT policies. Demonstrated ability to ensure system availability, data protection, and operational continuity while providing timely technical support. Committed to improving organizational productivity through effective technology solutions and continuous improvement.

SKILLS

Technical Support, Network Administration, Problem solving, Troubleshooting, Customer Service Skills, CCTV installation and maintenance, Data entry.

WORK EXPERIENCE

Solvit Security Solutions LTD   **Mar 2025 - Present**
Junior ICT Officer
Duties:

- Provided first-line technical support for hardware, software, and network-related issues.
- Assist in configuring, monitoring, and troubleshooting LAN, WAN, and Wi-Fi networks.
- Installing, configuring, and maintaining operating systems and applications on user devices.
- Managing user accounts and access permissions.
- Supporting implementation of cybersecurity controls including firewalls, antivirus, and system updates.
- Assisting with data backup, recovery procedures, and basic incident response activities.

Dasadove Computers   **Jan 2023 - Nov 2024**
IT Support Technician
Duties:

- Responsible for diagnosing & resolving hardware, software & end users problems.
- Developing the infrastructure and systems to meet the company's needs.
- Maintaining computer hardware and software including testing, troubleshooting for bugs and repairing them.
- Deploying new hardware, server backups & evaluating new software & security risks.
- CCTV installation and maintenance
- Customer care inquiry and taking user feedback.

ACADEMIC QUALIFICATIONS

Kabarak University   **May 2018 - Dec 2022**
Bachelors of Science in Information Technology
Second Class(Lower Division)

Chewoyet High School   **7**   **Jan 2014 - Dec 2017**
Kenya Certificate of Secondary Education (K.C.S.E)   Grade (**B-**)

REFEREES

Jones Keter
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CEO, Dasadove Computers
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