

KETER KIPCHIRCHIR SAMMY

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Career Profile

- I.T. professional with experience working in the technology and communication industries.
- Skilled in software testing, web app deployment, fault tracking and resolution, team training and staff supervision.
- Ability to develop software and apps for deployment on different platforms, set up testing procedures and standards that lead to user friendly and reliable products for the consumer.

Key Skills

I.T. and Cyber Security | Product and Business Development | Hardware and Software Installation | Fiber Optics | Troubleshooting | Call Center Setup | Process Improvement | Recruitment | Social Media Engagement | End to End Testing | Automated Testing | Network Management | Client/Customer Support | Preparation and Presentation of Reports

Technical Skills

Python Development | Front-end Development | SQL Databases | Linux | GitHub | JavaScript | Figma | Docker | Ms Office Suite | Spreadsheets | VM Ware | Virtualbox

Educational Background

Bachelor of Mathematics and Computer Science, Multimedia University of Kenya, September 2013 – July 2017.

Kenya Certificate of Secondary Education (K.C.S.E), Chebara Boys' High School, January 2009 – November 2012.

Professional Experience

IT Operations Manager, October 2018 – Present.

Suntak Technology Limited, Nairobi.

Reporting to the Chief Operations Manager, I lead the overall management of IT operations initiatives, assure high quality service delivery to end users, and support the organization's technical infrastructure.

- Establishing I.T. infrastructure, networks, hardware and software, and support systems in Kenya, Angola and Ethiopia to support business operations.
- Performing software tests for android phones, end to end testing and automated testing.
- Contributing to the in-house web app development for our after-sales management system that runs day to day activities throughout the design, development and maintenance stages.
- Conducting IT support roles of fault tracking and resolution, ticketing, troubleshooting hardware and software, organization assets provisioning, maintenance and decommissioning.
- Enforcing IT security protocols of access control, network security, Hardware/Software security and company security policies.

Achievements

- Successfully setup VM Ware and Virtual box in my current computer to run two different Linux distributions respectively.

- Reduced turn-around time for devices submitted for service by 50% from 7 days to 3 days by increasing the technical team and training/evaluating them periodically.
- Recruited and trained staffers in Kenya - 70 (Team Leaders, Technicians, Customer Service and Logistics), 5 in Ethiopia as the company just started. 10 in Angola (Team Leaders, Technicians, Customer Service and Logistics).
- Set up an IVR call center and social media handles and coordinated training on how to operate them for the customer support team.
- Reduced operations costs like courier fees, by negotiating with Wells Fargo. In this October 2022, the costs went down from 450k to 390k compared to September 2022.
- Leading test engineer for now 10 android devices that are currently in market in Kenya, Angola and Ethiopia. I also came up with testing standards and procedures.

Technology Academy Trainee, August 2017 – October 2017.

Safaricom PLC, Nairobi.

Reporting to the Principle Engineer, I assisted in designing, executing, and reviewing of IT policies, plans, and procedures to improve quality of service offered to clients.

- Performed network drive-tests and bench-marking using tools like Ookla Speed-test, AnTuTu Benchmark among other propriety software.
- Monitored network performance, KPI's, generated reports that tracked downtime, site failures and other faults to improve quality of service to clients and offered recommendations based on the Reports.
- Successfully performed network drive/work tests then later wrote reports on the test findings which were used to adjust and optimize performance of the network.
- Ensured timely preparation of weekly, monthly, and annual reports in accordance with the organization's policies.

Achievements

- Successfully trained on 2G, 3G, 4G & LTE and Fiber Optic network technologies and use of Network Management tools like UPMS, Netact and U2000.

Relevant Training

Meta Frontend Developer, Coursera, August 2022 – Ongoing.

Google IT Support, Coursera, April 2022 – September 2022.

Google IT Automation with Python, Coursera, March 2022 – August 2022.

Professional Certifications

Google IT Automation with Python, September 2022.

<https://www.coursera.org/account/accomplishments/professional-cert/E5899F5QJYXZ>

Google IT Automation with Python, August 2022.

<https://www.coursera.org/account/accomplishments/professional-cert/6GDAYHP3SU5C>

Referees

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