

JONATHAN KIBET

Nairobi, Kenya

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PROFILE

Highly motivated and detail-oriented individual with a passion for continuously improving and learning new skills. Possess strong communication and organizational abilities, with the ability to work independently and as part of a team. Committed to delivering high-quality work and exceeding expectations. Seeking a challenging and dynamic role in a fast-paced environment where I can apply my skills and experience to make a positive impact.

EDUCATION

Bachelor of Business Information Technology

Multimedia University of Kenya

SECOND CLASS HONOURS-UPPER DIVISION

2nd Sep 2019 – 27th Oct 2023

Kenya Certificate of Secondary Education

Litein High School 2015 – 2018

Mean Grade: B (Plain)

RELEVANT EXPERIENCE

I.C.T Help Desk Attaché

Kenya Industrial Research & Development Institute(KIRDI)

May 2023 – July 2023

Key Responsibilities:

- Provided exceptional technical support to staff, addressing and resolving issues related to network connectivity, signal strength and hardware or software problems.
- Managed and prioritized incoming support requests and inquiries, from the staff, ensuring efficient resolution and minimal disruptions to their work.
- Collaborated with the IT team to provide comprehensive technical support to employees and researchers.
- Diagnosed and resolved hardware and software issues on a range of devices, including desktops, laptops and printers to maintain uninterrupted research activities.
- Setup Local Area Networks using access points as routers to boost network connectivity.
- Maintained an average first-call resolution rate of 95%, consistently exceeding departmental targets, resulting in improved staff satisfaction.
- Conducted regular system updates and maintenance to enhance the overall performance and security of IT resources.
- Maintained meticulous records of support requests, solutions provided, and hardware inventory to streamline IT operations.

SKILLS & ABILITIES

- Exceptional written and verbal communications skills, providing clear explanations of procedures, answering questions, and offering relevant information to customers.
- Strong problem-solving abilities, demonstrated by effectively managing and resolving customer complaints and issues.

- Ability to convey complex technical information to both technical and non-technical stakeholders.
- Proficient in a wide range of Microsoft technologies, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and SharePoint.
- Strong understanding of network security principles necessary to protect sensitive data and infrastructure from cyber threats.
- Adept at working as a team player, contributing to both individual and team targets while fostering a positive and collaborative work environment.
- Proficiency in technology and computer literacy, with knowledge of various networking protocols, telecommunications equipment and communication systems.
- Flexible and capable of working in shifts and adhering to operational processes and schedules.
- Diligent in maintaining accurate and confidential customer records and documentation, ensuring timely filling of presented customer documentation.
- Proactive, confident, and energetic, consistently prioritizing work while delivering high standards of customer service.
- Demonstrated negotiation skills, recommending products and services to meet customers' needs effectively.

ACHIEVEMENTS

- Applied advanced troubleshooting techniques for efficient issue resolution.
- Configured a switch and an access point to work as a router for wider network connectivity.
- Utilized Packet Tracer for efficient simulation and analysis of network configurations and behaviors.
- Demonstrated proficiency in trimming Category 5 & 6 Ethernet cables using the necessary tools with excellent cable management techniques over patch panels.
- Demonstrated expertise in CRM systems towards improving customer engagement and streamline interactions.
- Strong knowledge of operating systems, including Windows and GNU/ Linux.
- Familiar with relational database management systems such as MySQL and non-relational such as MongoDB.
- Experience in system administration, including software installation, updates and troubleshooting.
- Designed and implemented a virtual infrastructure to support multiple applications, increasing efficiency and cost savings for the organization.
- Skilled in computer programming languages such as C++, PHP, Java, MySQL, Javascript and its popular frameworks including React, React Native and Redux.
- Managed inquiries across communication channels for seamless support.