**Kelly Koome Kimotho**

Telephone no: +254 705 275 707 Email: [kellykoome20@gmail.com](mailto:kellykoome20@gmail.com)

|  |  |
| --- | --- |
| **Personal Profile** | I am a result-driven and motivated professional, having graduated with a Bachelor of Science in InformationTechnology. Having worked as an IT assistant at Chai Trading Company Limited I have gained experience in providing client-focused IT support and in successfully analyzing and resolving IT hardware and software problems in a timely and accurate manner. I am competent in application installation and application testing. I am looking forward to working in a dynamic and challenging environment that will enable me to utilize my strengths in interpersonal skills, excel and contribute towards the organization's growth and development. |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Education** | |  |  | | --- | --- | | **2016 - 2019** | **Bachelor of Science in Information Technology** | | Jomo Kenyatta University of Agriculture and Technology |  |  |  | | --- | --- | | **2011 - 2014** | **Kenya Certificate of Secondary Education** | | Chogoria Boys’ High School | |

|  |  |
| --- | --- |
| **Professional Qualifications** | * **2015:** Certificate in Information Communication Technology; Kenya College of Management and Information Technology. |

|  |  |
| --- | --- |
| **Skills** | * **Network Administration:** Adept at server configuration, installation and troubleshooting and investigating internet and other reported service issues, and providing appropriate solutions within the scope of service level agreement. * **Communication Skills**: Communicates very well both orally and in writing. Possess good presentation skills and people handling techniques. * **Analytical and Problem Solving:** Demonstrated capacity to think strategically with expertise in complex problem solving, decision making, and critical thinking skills. * **Set up and Maintenance**: I can Set up and maintain software and hardware, I have the ability to install software programs or drivers, set up networks of computers. * **Organization and Planning:** I have good time management skills and organizational skills. I develop a system to plan my time so that I can achieve my goals in a timely and manageable way. * **Teamwork**: I have a strong belief in teamwork with an ability to accept any contribution and useful directives to achieve the goal. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Work Experience** | |  |  | | --- | --- | | **Sept 2023 to date** | **Kenya Commercial Bank** | | **Position:** Direct Sales Representative.  **Responsibilities:**   * Provide regular sales reports. * Provide excellent customer service. * Conduct door-to-door direct selling. * Seek customer feedback on bank products. * Deliver set sales targets in asset and liability for KCB Bank. * Participate in product campaigns to ensure product information is readily available to customers. | | | **Jun 2022 to Sept 2023** | **Keru Healthcare Pharmacy** | | **Position:** System Administrator  **Responsibilities:**   * Upgrade, install, and configure application software and computer hardware. * Update inventory description and prices in the ERP. * Troubleshoot and provide technical support to employees. * Create and manage system permissions and user accounts. * Perform regular security tests and security monitoring. * Research upcoming products, service protocols, and standards in support of systems software procurement and development efforts. * Install and configuring local area networks (LANs), wide area networks (WANs), and network segments and servers, such as file servers, VPN gateways, and intrusion detection systems. * Ensure an uninterrupted internet connection and manages mail servers for sending and receiving emails and file servers for saving and managing data. * Oversee system performance and report generation. * Manage user accounts, credentials, permissions, access rights, storage allocations, and active directory administration. * Lead process improvements and modifications. * Secure system integrity from any breaches or viruses and playing an essential role in risk-mitigation planning, including creating backup plans, safeguards for data, user security policies, and identity management. * Ensure high-level security and efficiency. * Develop and execute a backup and recovery plan. * Maintain internal documentation. * Offer technical support and training staff. | |  |  |  | | --- | --- | | **Sept 2021 - May 2022** | **Mount Kenya University** | | **Position:** IT Assistant  **Responsibilities:**   * Provide support hardware, software, and networks. * Troubleshooting, hp, dell Toshiba hardware at all levels. * Optimum troubleshooting and problem-solving abilities developed. * Manage the email system and ensure the appropriate level of anti-virus protection. * Maintain system backup, security * Perform system administration functions on desktops. * Provide technical support and routine maintenance of computer hardware and software systems. * Conduct hardware and software installations * Wireless configuration (WI-FI) for both staff and students on their gadgets; laptops, iPhones, etc. to access wireless internet for research work. * Train and support lecturers on the usage of projectors and laptops connections for various class presentations, lectures, and seminars. | | | **Sept - Dec 2018** | **Chai Trading Company Limited** | | **Position:** IT Assistant  **Responsibilities:**   * Maintained accurate and complete documentation for company policies and procedures. * Prepared data spreadsheets, charts, graphs, and other documents as required. * Resolve customer problems promptly and accurately. * Report any repairs and maintenances to the maintenance team. * Maintain a standard filing system for easy and quick document assessment and retrieval. * Provided technical assistance to office staff as needed. * Assisted in software and hardware upgrades. * Performed routine PC maintenance and updates for performance efficiency. * Supervised and processed help desk support requests. * Assisted in maintaining Internet service, firewalls, and telephone systems. * Initiated process improvements to better answer user demand. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Additional Information** | |  | | --- | | **Trainings and Workshop**   * Civil Engagement Programme in Leadership, Governance and Citizenship | | **Seminars and Conferences**   * Customer service week. | | **Hobbies and Interests**   * Reading, Writing, Traveling, Listening to Music, Watching, and Drawing | |
| **Referees** | |  | | --- | | Eric Mugambi  Lecturer, Jomo Kenyatta University of Agriculture and Technology.  Telephone no: +254 724 438 217  Email: [emugambi93@gmail.com](mailto:emugambi93@gmail.com)  Fridah Kaari  IT Manager, KCB Bank Group  Telephone no: +254 721 768 075  Email: [kaarikithinji@gmail.com](mailto:kaarikithinji@gmail.com)    Chris Shambi  IT Officer, Chai Trading Company Limited  Telephone no: +254 722 603 483  Email: [cshambi@chaitrading.com](mailto:cshambi@chaitrading.com) | |