**Kelly Koome Kimotho**

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| **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 | |

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

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| **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 date** | **Keru Healthcare Pharmacy** | | **Position:** System Administrator  **Responsibilities:**   * Upgrade, install, and configure application software and computer hardware. * Update inventory descriptions 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. | |  |  |  | | --- | --- | | **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. | | |

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| **Referees** | |  | | --- | | James I’manene  Manager, Keru Healthcare Pharmacy  Telephone no: +254 740021481  Email: [jimriungu@gmail.com](mailto:jimriungu@gmail.com)  Fridah Kaari  IT Manager, KCB Bank Group  Telephone no: +254 721 768 075  Email: [kaarikithinji@gmail.com](mailto:kaarikithinji@gmail.com)    James Mwenda  IT Officer, Mount Kenya University  Telephone no: +254 726 760 968  Email: jmwenda@mku.ac.ke | |