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OBJECTIVE

To secure a challenging position as an IT Support Specialist in the information technology industry, utilizing my technical skills and expertise to provide exceptional technical support and ensure optimal IT operations for end-users.

QUALIFICATION HIGHLIGHTS

- * As an IT Support Specialist, one of my most significant career achievements was implementing a new system that streamlined IT operations and improved end-user productivity. This system allowed for faster and more efficient resolution of technical issues and helped reduce downtime. Additionally, I received recognition from both colleagues and superiors for my outstanding technical support and customer service skills. This recognition served as a motivation for me to continue providing excellent services.
- * As an IT professional, I implemented a new software solution in my previous company that significantly improved business processes and increased efficiency. This resulted in cost savings for the company and improved productivity.
- * Successfully leading a team to implement a new IT system that improved end-user productivity and provided exceptional technical support.

EXPERIENCE

SUPERVISOR

TOTAL SURVEILLANCE SECURITY, NAIROBI, KENYA

Staff Management & Coordination

- * Assigning daily duties and posts to security officers
- * Conducting roll calls and ensuring all guards report on time
- * Monitoring staff performance and professionalism
- * Handling disciplinary issues and conflict resolution

Training & Development

- * Providing on-the-job training for new security officers
- * Conducting refresher training on procedures and customer service
- * Ensuring guards understand emergency response protocols

Patrol & Inspection

- * Conducting routine patrols across client sites

*Inspecting guards' uniforms, equipment, and readiness

*Checking attendance sheets and logbooks for accuracy

Incident Management

*Responding to incidents and emergencies

*Supervising incident reporting and ensuring proper documentation

*Coordinating with police, fire, or medical services when needed

Client Communication

*Maintaining good relations with clients

*Handling client complaints or concerns professionally

*Preparing regular reports for clients (daily, weekly, or monthly)

Operational Oversight

*Ensuring compliance with company policies and security procedures

*Checking CCTV rooms, access control systems, and alarm systems

*Monitoring guard deployment to prevent shortages or absenteeism

Reporting & Documentation

*Writing detailed reports on incidents, patrols, and overall operations

*Verifying daily occurrence books (DOB/OB) and shift handover notes

*Keeping records of equipment, uniforms, and site resources

Risk & Safety Management

*Identifying potential security risks at client sites

*Recommending improvements to enhance safety and security

*Ensuring guards follow health and safety regulations

Coordination with Management

*Updating senior management on operational challenges

*Participating in planning of shifts, logistics, and manpower

*Supporting recruitment and vetting of new guards

Professional Conduct

*Leading by example in discipline, communication, and work ethics

*Ensuring guards maintain good customer service

*Upholding confidentiality of client information

TUTOR AND CYBER ASSISTANT - 12/2021 - Present

GLUCOLA CYBER CAFE, NAIROBI, KENYA

- * I incorporated best practices for data entry, formatting, and analysis to ensure that employees are using the software in the most efficient and effective way possible. By doing so, I could help the employees optimize their workflows and reduce errors, resulting in improved productivity and performance for the company.
- * As an empathetic and patient tutor, I support and encourage learners who may be struggling with complex software programs. I identify areas for improvement, adjust my teaching style to accommodate different learning styles, and find ways to solve problems that may arise during the training process.

My organizational skills enable me to manage time, resources, and materials effectively, ensuring that I deliver training programs efficiently and on schedule. I am also flexible and adaptable.

- * I design and deliver training programs that focus on software such as Microsoft Excel, Access, and PowerPoint, which are commonly used by IT Support Specialists to analyze data, manage information, and create presentations. By teaching advanced techniques, shortcuts, and best practices, I enable IT Support Specialists to work more efficiently and effectively, reducing their workload and increasing productivity.

SECURITY GUARD - 11/2021 - Present

TEXAS ALARMS AND SECURITY SERVICES COMPANY, NAIROBI, KENYA

- * Monitoring and patrolling designated areas to ensure the safety and security of people, premises, and property.
- Enforcing company policies and regulations to maintain order and prevent unauthorized access to restricted areas.
- Communicating effectively with supervisors, coworkers, and clients to report incidents, provide updates, and receive instructions.
- * Providing excellent customer service and assistance to visitors, clients, and employees.
- * My initiative and innovative approach as a security guard demonstrated my commitment to the company's well-being and the fulfillment of my duties and responsibilities.
- * Physical Fitness: I am physically fit to perform my duties, which may involve prolonged standing, walking, and patrolling.
- * Professionalism: I maintain a professional demeanor at all times and adhere to the company's policies, procedures, and code of conduct.
- * Integrity: I demonstrate high levels of integrity, honesty, and trustworthiness to maintain the company's reputation and earn the trust of clients and visitors.
- * I successfully led a company-wide migration from an outdated operating system to a modern, cloud-based system. This involved collaborating with other IT specialists to develop a migration plan, conducting extensive testing, and providing comprehensive training to all staff members. As a result, the company experienced significant improvements in efficiency, productivity, and data security. The migration also saved the company thousands of dollars in licensing fees and hardware upgrades.

CYBER ASSISTANT - 11/2019 - 7/2021

KATS' CYBER ENTERPRISES, KAKAMEGA KENYA

- * In my daily work, I greet customers in a friendly and professional manner and help them with their computer-related needs. I am responsible for managing the computers in the cyber cafe, ensuring that they are properly configured, updated, and maintained. I assist customers with various computer-related tasks, such as internet browsing, email, printing, and scanning, and troubleshoot technical issues as they arise.
- * Providing exceptional customer service and receiving positive feedback from customers
- * Conducting thorough security audits to identify areas of weakness, recommending and implementing new tools or protocols, and working with other stakeholders to ensure that the organization is fully compliant with relevant cybersecurity regulations and standards.
- * Technical expertise: I have a strong understanding of computer hardware and software, networks, and operating systems, which can be useful when providing technical support to customers or clients as an IT Support Specialist.
- * Attention to detail: I pay attention to detail to ensure that computer systems are properly set up and maintained as a Cyber Cafe Assistant. This skill is also crucial for IT Support Specialists, who need to pay close attention to technical issues and identify the root cause
- * Implementing a new backup and recovery system: As a Cyber Cafe Assistant, I recognized that the Cyber Cafe was at risk of losing valuable data due to a lack of backup and recovery systems in place. I researched and implemented a new backup and recovery system that ensured that all data was regularly backed up and could be easily recovered in the event of a data loss. This safeguarded the Cyber Cafe's data and protected it from any potential data breaches, making it a significant accomplishment.

EDUCATION

Bachelor of Arts, Conflict Resolution and Humanitarian Assistance with IT, - 12/2018

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY, KAKAMEGA, KENYA.

Major GPA: 2.9.

As a participant in a conflict resolution and humanitarian assistance course, I am excited to learn the necessary skills and knowledge to manage conflicts and provide aid to those affected by crisis situations. Throughout the course, I expect to cover a range of topics including conflict analysis, conflict resolution strategies, humanitarian principles, and protection of civilians, humanitarian needs assessments, emergency response planning, and the coordination of humanitarian efforts.

H.S. Diploma, K.S.C.E - 11/2014

MIWANI BOYS' HIGH SCHOOL, KISUMU, KENYA.

GPA: B, Major GPA: 62. As a high school student, I worked towards earning my high school diploma. To obtain my diploma, I completed the required coursework and met the graduation requirements set by my school and state.

To achieve this, I took a specific set of classes that included English, mathematics, science, social studies, and electives. In addition, I earned a certain number of credits and maintained a minimum grade point average (GPA) throughout my high school years.

SKILLS

- * **Technical Troubleshooting:** Ability to diagnose and resolve technical issues with hardware, software, and networking systems.
- * **System Administration:** Ability to configure and maintain computer systems, servers, and networks.
- * **Software Installation:** Ability to install, configure, and update software packages.
- * **Project Management:** Ability to manage and prioritize multiple tasks, set deadlines, and coordinate with team members.
- * **Information Security:** Knowledge of security protocols and the ability to implement and maintain security measures to protect against data breaches.
- * **Adaptability:** Ability to learn and adapt to new technologies and processes quickly, and to work independently or as part of a team.

AFFILIATIONS

* POST GRADUATE SCHOOL ENROLLMENT, KENYA ASSOCIATION OF POST GRADUATE STUDIES, KAKAMEGA, KENYA. 11/2021.

As a post-graduate member student, I am expected to have a higher level of knowledge and expertise in my chosen field compared to undergraduate students. I am involved in research projects, academic conferences, and publications in my field of study. I am a self-directed, independent learner who can manage my time and resources effectively to achieve my academic goals.

* NSSF, NATIONAL SOCIAL SECURITY FUND, NAIROBI, KENYA 11/2022.

As a member of the NSSF, I am entitled to a wide range of social security benefits. These benefits may include retirement benefits, disability benefits, survivor benefits, and medical benefits. The specific benefits that I am entitled to will depend on the rules and regulations of the NSSF in my particular country.

* NHIF, NATIONAL HEALTH INSURANCE FUND, NAIROBI, KENYA 11/2022.

As a member of the NHIF, I am entitled to a wide range of medical benefits. These benefits may include hospitalization coverage, outpatient care, maternity services, laboratory tests, and prescription drugs. The specific benefits that I am entitled to will depend on the rules and regulations of the NHIF in my particular country.

* YOUTH VOLUNTEER, KENYA REDCROSS SOCIETY 7/2017. Kenya Red Cross Society Youth Volunteer is a program designed for young people who are passionate about making a positive impact in their communities

through volunteer work. As a Kenya Red Cross Society Youth Volunteer, I have the opportunity to work on various projects that support the mission of the organization and address the needs of the community.

* UNV Online, UNITED NATIONS ONLINE VOLUNTEER 10/2020. Overall, being a UN online volunteer is a rewarding experience that allows me to make a positive impact globally, gain new skills and experiences, and contribute to the mission of an organization that is committed to promoting peace, human rights, and sustainable development.

LICENSES

* ICDL, INTERNATIONAL COMPUTER DRIVING LICENSE, ONLINE 7/2018.

As an International Computer Driving License (ICDL) trainee, I underwent a comprehensive training program to acquire skills and knowledge in the use of computer applications and tools. My main responsibility was to learn the fundamentals of computer applications and technologies such as word processing, spreadsheets, presentation tools, and database management. Through the training program, I acquired knowledge and skills in these areas, which enabled me to use computer applications with ease and efficiency.

VOLUNTEER

VOLUNTEER CLERK - 9/2018 - 12/2019

GENO COMMUNITY DEVELOPMENT C.B.O, KENDUBAY, KENYA

Overall, being a Community NGO Volunteer Clerk is a rewarding experience that provides an opportunity to contribute to the community by supporting the work of an organization dedicated to improving people's lives. It also offers a chance to develop valuable skills and gain practical experience in various areas of administration and community development.

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SCHOLAR INTERNSHIP - 7/2017 - 10/2017

KENYA REDCROSS COMMUNITY, SIAYA, KENYA

Overall, being a KRCS Scholar Intern was a valuable experience that provided me with practical skills, knowledge, and exposure to the humanitarian sector. It was an opportunity to contribute to an organization that is making a difference in people's lives and to learn from experienced professionals in the field.