Davis Kibet Kipsoi
Phone Contacts: +254790264792

E-mail: kipsoikibet2@gmail.com

Highly motivated and results-driven IT support professional with foundational expertise in networking, programming, and system administration. Skilled in troubleshooting, hardware/software installation, cybersecurity, and system maintenance. Committed to lifelong learning and staying updated with advancements in IT technologies. Passionate about improving digital systems, enhancing cybersecurity, and solving user challenges in real-time environments.

Education & Professional Qualifications

- **Power Learn Project -July-Nov 2025**
  Software Development

- **Open University of kenya- 2025**
  Short course on (Mental Health Awareness, Business Modeling for Entrepreneurs)

- **Mount Kenya University – 2025**
  Bachelor of Science in Information Science (ICT)

- **Cisco -NetAcad-2023**
  (cyber security basics and Networking)

- **Kanga School – 2019**
  Kenya Certificate of Secondary Education

Key Professional Skills

- Software Development (Full Stack MERN)
- Git and Github
- Web Development (WordPress, Wix)
- Cybersecurity
- Computer Hardware & Software Management
- Networking Basics
- Data Management & Analysis
- Microsoft Office Suite
- Communication & Interpersonal Skills
- Decision Making & Problem Solving
- Teamwork & Active Listening
- Adaptability & Time Management
- Graphic Design (Canva)

Professional Experience

IT Support Volunteer
Social Health Authority (SHA)
October 2024 – Present
- Registering new members and updating digital records in the SHA system.
- Troubleshooting software/hardware issues to ensure uninterrupted operations.
- Supporting internal staff with IT tools, increasing efficiency across departments.

Cyber Assistant
05 July 2024 – 30 September 2024
- Assisted clients in document printing, online applications, and account setups.
- Managed computer systems and customer service in a cybercafé environment, ensuring optimal uptime.

ICT Intern
National Hospital Insurance Fund (NHIF)
May 2023 – August 2023
- Maintained and updated computer systems, increasing uptime by 30%.
- Resolved 90% of end-user issues within 24 hours, significantly improving user satisfaction.
- Managed hardware/software repairs and enhanced cybersecurity, reducing incidents by 50%.

ICT Support Volunteer
Local Community Center
June 2022 – April 2023
- Provided technical support and ICT training to community members, achieving a 95% resolution rate.
- Conducted workshops for underprivileged youth, increasing digital literacy by 40%.
- Helped implement a data management system, improving data retrieval time by 30%

Certifications

- Open University Of Kenya : **PDC: Mental Health Awareness**
- Open University Of Kenya; **Business Modeling for Entrepreneurs**
- Wezesha-Ustadi : **Entrepreneurship**
- Wezesha-Ustadi: **Financial Management**
- Wezesha-Ustadi :**Digital Marketing**
- Cisco Network Academy: **Introduction to Cybersecurity**
- Cisco Network Academy: **CyberOps Certification**

Achievements

- Increased system uptime by 30% at NHIF through proactive maintenance.
- Improved customer satisfaction scores by 20% through responsive support.
- Reduced data breaches by 50% through stronger security protocols.

Interests

- Exploring emerging technologies

- Cybersecurity trends

- Web development project

- Networking

- Problem solving

- Travelling

- Research

Referees

Please feel free to contact the under mentioned in regard to my competence, work ethic and performance

- **Ms. Philippine Rono (Platinum Credit)**
  Phone: +254705184950
  Email: philippinechepngetich@gmail.com
- **Ms. Cynthia Luyali (SHA)**
  Phone: +254 716 239 570
  Email: luyalicynthia@gmail.com

- **Mr. Wangila Timothy**
  Phone: +254 722 302 953
  Email: wangilatimothy@gmail.com