

RAPHAEL KAPUTEI CURRICULUM VITAE

+254 716 503 548, lesiamitoraphael@gmail.com, P.O BOX 441 -MARALAL

Personal Information

Full Name: Raphael Kaputei Lesiamito

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Postal Address: P.O. Box 441 – 20600

Location: Maralal, Kenya

CAREER PROFILE SUMMARY

Highly motivated, versatile and results-driven Business Information Technology professional with over 3 years of cross-sector experience in IT support, business analysis, customer service, ERP/WMS systems, and digital transformation initiatives. Skilled in translating business needs into technical solutions, with hands-on experience in IT service management (ITSM), financial systems, troubleshooting, and reporting across commercial, NGO, and public service settings. Proven ability to support end-to-end project lifecycles, including requirements gathering, user acceptance testing and stakeholder coordination. Technologically adept with strong command of Microsoft Office tools, SQL, ERP platforms (SAP/WMS), and data collection software. Known for a collaborative, detail-oriented approach and excellent communication skills. Passionate about leveraging technology to improve service delivery, drive innovation, and support strategic decision-making.

CORE COMPETENCIES

- Technical Support & Troubleshooting
- ITSM (Incident, Change & Problem Management)
- Business Process Improvement
- User Training & Documentation
- Operational Reporting & Data Analysis
- Stakeholder Communication
- Systems Design & Application Support
- Proficiency in OOP, Java, C++, HTML and CSS
- Customer Service & Helpdesk Operations

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TECHNICAL SKILLS

- **Systems & Tools:** Warehouse Management Systems (WMS), Service Management (Ascens Care Helpdesk), CRM tools, Microsoft Office Suite, Windows OS
- **IT Service Management:** Incident, Change & Problem Management, Root Cause Analysis, Service Desk operations
- **Data & Analysis:** Data entry and validation, operational reporting, performance tracking, basic SQL
- **Business & Communication:** Process documentation, user support, stakeholder coordination, training facilitation
- **Networking & IT Support:** Troubleshooting hardware/software, system escalations, basic LAN/WAN understanding
- **Cybersecurity Awareness & Data Protection:** Basic knowledge of data security and privacy practices.
- **Introduction to Artificial Intelligence & Machine Learning:** Familiar with core AI/ML concepts.
- **Technical Documentation & ICT Reporting:** Skilled in preparing technical reports and user documentation.

PERSONAL ATTRIBUTES

- **Detail-Oriented:** Consistently ensures accuracy in data entry, reporting, and system configurations
- **Analytical Thinker:** Adept at diagnosing system issues and identifying process improvement opportunities
- **Adaptable & Flexible:** Thrives in dynamic work environments across corporate, government, and NGO sectors
- **Strong Communicator:** Effectively conveys technical information to both technical and non-technical users
- **Dependable & Self-Motivated:** Takes initiative and delivers tasks with minimal supervision
- **Team Player:** Collaborates well with cross-functional teams and supports shared objectives
- **Ethical & Professional:** Upholds integrity, confidentiality, and professionalism in all engagements
- **Problem Solver:** Quick to troubleshoot and resolve technical, procedural, and user-related challenges
- **Customer-Focused:** Committed to providing timely, courteous, and effective support to users and clients
- **Tech-Savvy:** Passionate about learning new technologies and leveraging them to drive efficiency

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WORK EXPERIENCE

July-October 2024: Customer Support Specialist at Game Kingdom-Macau Entertainment Ltd

- Provided timely technical and product-related support to users of a gaming platform, resolving issues through live chat and email
 - Documented queries and escalated unresolved issues to technical teams
 - Delivered a seamless user experience, contributing to high customer retention and satisfaction rates
 - Handled ERP-related account queries, payment issues, and digital product concerns across online channels.
 - Logged patterns and escalated recurring technical and data issues for backend resolution.
- Key Achievement:* Reduced billing discrepancies by 25% through early issue detection and process adjustments.

June-July 2024: IT Support Internship at Platinum Outsourcing & Logistics (E.A) Ltd

- Provided frontline support for Warehouse Management System (WMS) operations across multiple sites
- Monitored system performance and compliance with SOPs, resolving issues related to inventory tracking and barcode labelling
- Coordinated system usage training for warehouse teams and escalated critical IT issues to central support
- Managed incident, change, and problem tickets via Ascens Care Helpdesk (based on ITIL principles); drafted workflows and SLAs.
- Prepared daily and monthly reports on operational KPIs and system usage trends
- Supported SAP ERP modules (inventory, stock valuation, procurement) and prepared Excel dashboards.
- Contributed to budget forecasting, procurement planning, and financial visibility improvements.
- Participated in user acceptance testing (UAT) and go-live support for new feature deployments. *Key Achievement:* Streamlined IT service workflow, reducing resolution time by 30% and boosting system compliance.

Sept. 2023 & Sept. 2022: Field Enumerator Contract in BOMA Project Baseline Survey (Isiolo & Marsabit)

- Collected high-integrity baseline data using mobile digital tools (ODK/KoboCollect) for baseline assessments.
- Trained peers on digital tools and mobile system accuracy.

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Key Achievement: Achieved 100% data accuracy and early submission rate, contributing to successful project delivery.

May to July 2023: IT Industrial Attachment at Samburu County Government

- Installed and configured network devices, phones, printers, and CCTV systems.
- Diagnosed and resolved IT issues; assisted system users and maintained internal systems.
- Documented technical workflows and conducted basic system use training.
- Maintained Wi-Fi networks, recovered data, and installed operating systems.
- Supported digital government systems and video conferencing setups.

January to April 2021: Industrial Attachment at Dumisha Sacco

- Supported record management, customer onboarding, and digital marketing campaigns.
- Rotated through departments including customer service, accounts, and credit.

2018: Director, Duncom Computer Services

- Developed system and process flows for small businesses.
- Led technical service delivery, system setup, and customer IT support

Class Representative, Jomo Kenyatta University of Agriculture and Technology

- Engaged with students to improve academic services
- Facilitated communication between students and academic staff to enhance service delivery.

EDUCATION BACKGROUND

2022 – 2024: **BSc. Business Information Technology** - Jomo Kenyatta University of Agriculture and Technology.

2019 –2021: **Diploma in Business Information Technology** - Jomo Kenyatta University of Agriculture and Technology.

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CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) (*in progress*)
- System Analysis & Design (*Planned*)
- CPA Section I / PMP (*Planned*)

EXTRA-CURRICULAR ACTIVITIES AND HOBBIES

- Community Volunteer in Digital Literacy Projects
- Organizer for Youth & Tech Empowerment Events
- Contributor to Online Tech Forums and Peer Mentorship

LANGUAGES SPOKEN

LANGUAGE	SPEAKING	READING	WRITING
ENGLISH	Excellent	Excellent	Excellent
SWAHILI	Excellent	Excellent	Excellent
SAMBURU	Excellent	Excellent	Excellent

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REFEREES
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4. Reverend Hosea Leaduma Anglican Church of Kenya (A.C.K) +254 721 746 809