

RAGITA ELISAPHAN

🏠 Nairobi, Kenya

☎ (+254) 798-167-780

✉ ragitaelishaphan@gmail.com

🌐 <https://bit.ly/4hna4hB>

PROFILE SUMMARY

I am a dedicated IT Professional with over 2.5 years of experience and a proven record of improving systems reliability by 30%, reducing downtime by 20%, and boosting task efficiency by 40% through automation, system optimization, and system administration. I have consistently resolved 90%+ of technical issues on the first attempt, including complex hardware and software troubleshooting, while enhancing workflows to maximize productivity. I am eager to apply my technical skills, problem-solving abilities, and experience in a dynamic internship to gain hands-on exposure and contribute to the field of technology.

RELEVANT COURSEWORK

- | | | |
|-----------------------------|-----------------------|--------------------------------------|
| ❖ System Administration | ❖ Cybersecurity | ❖ Web Development |
| ❖ Operating Systems | ❖ Cloud Computing | ❖ Networking and Communication |
| ❖ Programming and Scripting | ❖ Database Management | ❖ IT Governance & Project Management |
| ❖ Internet of Things (IoT) | ❖ Troubleshooting | ❖ Information Systems Management |

EXPERIENCE

I.T. Technician - Infinite Talent

Dec 2023 - Oct 2024

Nairobi, Kenya

Duties and Responsibilities:

- ❖ Resolved 90% of hardware, software, and network issues on the first attempt, improving productivity and minimizing downtime.
- ❖ Administered Active Directory on Windows Server 2019, cutting resolution times by 20%.
- ❖ Configured Cisco, Mikrotik, and UniFi routers, improving network reliability and coverage by 30%.
- ❖ Automated routine tasks using PowerShell, increasing system management efficiency by 30%.
- ❖ Conducted training sessions to enhance staff IT skills, reducing support requests by 20%.

I.T. Help Desk Support - Worldpin Travel Agency

July 2023 - Nov 2023

Nairobi, Kenya

Duties and Responsibilities:

- ❖ Provided timely resolutions for 93% of IT support requests, significantly enhancing user satisfaction.
- ❖ Improved connectivity and reduced downtime by 20% through proactive network monitoring.

PROJECTS

Network Segmentation

Infinite Talent, Nairobi

- ❖ Designed and implemented secure network segmentation for HR, Finance, and ICT departments, reducing unauthorized access risks by 40% and improving network efficiency by 20%.

Biometric Access Control Integration

Infinite Talent, Nairobi

- ❖ Spearheaded the integration of biometric access control systems, enhancing security across the organization by 30%.

TECHNICAL SKILLS

Networking: LAN/WAN, TCP/IP, DNS, DHCP, VPN, VLAN, IDS/IPS, Routers, Switches, Firewalls, Access Points.

Programming & Database : C, C++, Python, PowerShell, SQL, Bash, MySQL, PostgreSQL.

Cloud Platforms and : Azure, AWS, Google Cloud, Artificial Intelligence(AI), Internet of Things (IoT)

System Administration: Windows Server (Active Directory), Microsoft Office 365, Linux (Ubuntu, Kali), macOS.

Cybersecurity: Nmap, Burp Suite, Metasploit, SIEM, Vulnerability Assessment, Incident Response, Cryptography.

Tools: ERP, Wireshark, SAP, Virtualization(VMware), CRM, Git, Jira, Docker, Zendesk, OTRS.

EDUCATION

Jomo Kenyatta University of Agriculture and Technology (JKUAT)

Sept 2020 - Nov 2024

Bachelor of Science in Information Technology - Second Class (Upper Division)

Nairobi, Kenya

SOFT SKILLS

- | | | | |
|------------------------|-----------------------|---------------------------|--------------------------------|
| ❖ Communication Skills | ❖ Adaptability | ❖ Emotional Intelligence | ❖ Analytical Thinking |
| ❖ Problem-Solving | ❖ Time Management | ❖ Continuous Learning | ❖ Accountability & Reliability |
| ❖ Critical Thinking | ❖ Attention to Detail | ❖ High Level of Integrity | ❖ Creativity & Open-Mindedness |
| ❖ Decision-Making | ❖ Leadership | ❖ Independent Work Ethic | ❖ Collaboration |

PROFESSIONAL CERTIFICATIONS

- | | | |
|--|----------------------|----------|
| ❖ Networking & CCTV Installation -(Mahanaim College) | ❖ CCNA | -(Cisco) |
| ❖ IT Support Technician -(IBM) | ❖ Project Management | -(Udemy) |
| ❖ Cybersecurity & Ethical Hacking -(Udemy) | ❖ Graphics Design | -(Udemy) |
| ❖ CompTIA A+ -(CompTIA) | ❖ Digital Marketing | -(Udemy) |

LANGUAGES

- | | |
|-----------|-------------------------|
| ❖ English | - Fluent and Proficient |
| ❖ Swahili | - Fluent and Proficient |

VOLUNTEERING AND LEADERSHIP :

Class Representative -JKUAT

2021 - 2023

Duties and Responsibilities:

Nairobi, Kenya

- ❖ Led Class Coordination: Acted as a bridge between faculty and students, relaying important information and ensuring effective communication within the class.
- ❖ Conflict Resolution: Addressed student concerns by mediating discussions with faculty, which improved class dynamics and created a supportive learning environment.
- ❖ Organized Academic Support Sessions: Initiated and coordinated study groups and review sessions to support students academically, leading to improved performance in exams.

INDUSTRY EXPERTISE:

- ❖ IT Support & Troubleshooting: Proven expertise in resolving complex hardware, software, and network issues, ensuring minimal downtime and improved system efficiency.
- ❖ Network Engineering: Skilled in configuring and managing network devices, including Cisco, Mikrotik, and UniFi routers, to optimize performance and security.
- ❖ System Administration: Experienced in managing Active Directory, Windows Server, and Microsoft Office 365 environments for seamless IT operations.
- ❖ Cybersecurity: Proficient in implementing security protocols, network segmentation, and risk mitigation strategies to safeguard data and infrastructure.
- ❖ Cloud Computing: Knowledgeable in cloud platforms (AWS, Azure, Google Cloud), enabling scalable and cost-effective IT solutions.
- ❖ Automation & Scripting: Expertise in using PowerShell and Python to automate routine IT tasks, increasing operational efficiency.
- ❖ Project Management: Adept at leading IT projects, such as infrastructure upgrades, biometric integrations, and secure network designs, delivering measurable outcomes.
- ❖ Technical Training: Skilled in conducting user training to improve IT proficiency and reduce dependency on technical support.

REFERENCES:

Mr. Godwin Omondi Ouma

Human Resource Manager

Infinite Talent

Tel: +254 111 763 670

Email: godwinomondi19@gmail.com

Eng. Marion Chelangat

Operations Manager

Worldpin Travel Agency

Tel: +254 768 411 730

Email: marionchela26@gmail.com