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# Ng'etich Sila Kiptoo

62014-0100, Nairobi

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Youth advocate and professional IT specialist committed to steering youth empowerment programs through collaboration with both government and non-government projects. Involved in youth mentorship on digital opportunities and online work.

Currently working with eMobilis Mobile Training Institute in operationalizing AJIRA Youth Empowerment Center in Nairobi. The AJIRA Digital program is aimed at enabling youth to access and earn a decent wage from online work opportunities.

## Work Experience

**eMobilis Mobile  
Technology Institute**

**April 2020-Date**

**Center Manager (Ajira Digital)**

### Duties and Responsibilities

- ❖ Drive program values and philosophy through all activities at the Center.
  - ❖ Ensure timely Opening and Closing of the Center for youth to access Programs, Trainings daily.
  - ❖ Safeguard, protect and maintain (Level 1 basic support) the Center infrastructure and Equipment.
  - ❖ Coordinate and oversee the Weekly & Monthly schedules for the Training activities with Trainers.
  - ❖ Provide timely and detailed Weekly Reports on Trainings, activities, events, incidents at the Center.
  - ❖ Oversee the development and roll out of the Training Calendar in the Center.
  - ❖ Manage resources, including working with the Ministry of ICT and the MP's Office, vendors and collaborators to deliver the Center activities.
  - ❖ Coordinate logistics, planning, management and execution for the Trainings and other Center Activities.
  - ❖ Effectively communicate with team members, trainers and management.
  - ❖ Coordinate the Trainers and supervise any administrative staff.
  - ❖ Oversee the marketing + promotion of Center activities for youth to benefit from the Center.
  - ❖ Coordinate Mobilization efforts in the Community by publicizing activities and upcoming training.
  - ❖ Develop and implement activities within the budget provided by Management.
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- ❖ Build and maintain relationships with collaborating partner organizations including Community organizations.
  - ❖ Build a Database of interested participants in an effort to create a pool for Center activities.
  - ❖ Co-ordinate success stories, social media engagement and oversee the capturing of session photos/ videos.
  - ❖ Supervise and work with Trainers on gathering of data, sign-up sheets and issuance of certificates to Trainees
  - ❖ Oversee Quality Assurance of the programs run through suggesting areas for improvement etc.
  - ❖ Evaluate Center performance to ensure that trainings at the Center are meeting the needs of the learners and improving performance of the organization.
  - ❖ Mentor and support youth in the community to benefit from Online Work- Champion Online Work
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## **Milimani Law Courts**

**July 2019-July 2020**

### **ICT Directorate Intern**

#### **Duties and Responsibilities**

- ❖ Provide general technical support to users and staff
  - ❖ Responding to helpdesk tickets within the OS ticketing and Cisco phones.
  - ❖ Troubleshooting and regular inspection of printers, routers, switches, CCTV Cameras, access points, and computer hardware.
  - ❖ Giving personalized guidance and support to staff on computer-related issues.
  - ❖ Providing audio-visual equipment to courts for evidence projection.
  - ❖ Performing regular checkups, maintenance, and allocation of network cables.
  - ❖ Performing software updates and installation to devices.
  - ❖ Allocation, distribution, and assigning of new devices to staff through the assets management system.
  - ❖ Performing basic configurations on network devices such as routers, switches, and access points.
  - ❖ Maintaining stable internet connectivity.
  - ❖ Installation of antivirus.
  - ❖ Uploading and tagging new old devices on the assets management system.
  - ❖ Perform any other role that arises in matters ICT.
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**Kapsabet Nandi Water  
and Sanitation  
Company.**

**16<sup>th</sup> June-1<sup>st</sup> August 2017**

**ICT Intern**

**Duties and Responsibilities**

- ❖ Planning for upgrades and software changes to increase efficiency.
- ❖ Servicing of all the ICT equipment
- ❖ Doing data backup in the water billing software.
- ❖ Troubleshooting computers in the remote stations.
- ❖ Training users on how water billing is done in the company.
- ❖ Conducting a Geographical Information System (GIS) mapping on the PDQs to capture the location of all meters.
- ❖ Installation and setting up of new access points
- ❖ Setting up the office LAN and WAN.
- ❖ Simple office network management including troubleshooting and responding to support requests.

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**Siary Cyber Café  
(Founder & Director)**

- ❖ Help customers with the use of computers and applications.
- ❖ Responding to customers who encounter error messages from accessing sites, emailing, or downloading content.
- ❖ Troubleshooting, hardware, terminals, software, and connectivity issues.
- ❖ Track customers' time at computer terminals.
- ❖ Monitor use of computers to ensure compliance with café' policies and applicable laws and policies.
- ❖ Resolving technical problems with the design and the delivery of internet services and processing problems of the users.
- ❖ Performing minor repairs and getting replaced faulty computers and peripherals.

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**Study Bay  
2015 – 2021**

- ❖ Research Writer- thesis, dissertations, and course assignments.
- ❖ Doing course projects
- ❖ Researching industry-related topics (combining online sources, interviews, and studies)
- ❖ Editing, adapting, and rewriting articles, research papers.

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**Uvocorp  
2022-Date**

**Freelance Writer (Resume writing, technical writing and proposals)**

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## Education and Certifications

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| <b>Kenya Technical Trainers College</b><br>April 2019 –December 2021                | Advanced Diploma in Technical Teacher Education  |
| <b>Google (Coursera Course)</b>   | Agile Project Management   |
| <b>Microsoft</b><br>July 1, 2020  | Microsoft Certified Azure Fundamentals   |
| <b>Kenya Education Network</b><br>Feb 14, 2020                                      | Cybersecurity Course Awareness   |
| <b>Internet Society</b><br>September 9 <sup>th</sup> -October 13 <sup>th</sup> 2019 | Introduction to Network Operations:UNIX/Linux and Configuring DNS                          |
| <b>eMobilis Mobile Training Institute</b><br>17 <sup>TH</sup> August                | Basic Digital Skills Training  |
| <b>Huawei</b><br>5 <sup>TH</sup> -18 <sup>TH</sup> November 2019                    | Huawei Certified Intermediate Associate (Security)   |
| <b>Huawei</b><br>15 <sup>TH</sup> - 29TH August 2019                                | Huawei Certified Intermediate Associate (Routing and Switching)                            |
| <b>University of Eldoret</b><br>2013 – 2017   | Bachelor of Science in Information Technology (IT)<br>Second Class Honors (Upper Division) |
| <b>Terige Secondary School</b><br>2009 - 2012                                       | Kenya Certificate of Secondary Education   |

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**Roxy School**

Kenya Certificate of Primary Education

2007-2008

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**Software Packages****Microsoft Office Suite**

❖ Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft OneNote, Adobe PageMaker, and Microsoft Outlook.

**Sublime Text 3**

❖ Snippets

**PHPMyAdmin**❖ CSV, SQL and XML

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**Libraries and Frameworks**

C#- .NET Framework 4.5

Bootstrap 3

CSS-Preprocessor

HTML 5

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**Hobbies and Interests**

- Traveling
  - Networking and Socializing
  - Writing (Scholarly and academic papers).
  - Watching documentaries
  - Playing football.
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## Referees

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**Miss. Immaculate Mutinda**

Assistant Program Manager

EMobilis Mobile Training Institute.

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**Miss. Yvonne Mbae**

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**Mr. Edwin Kittur**

ICT Officer

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Sanitation Company.

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