

MASAINÉ IRIES KIPELES

Telephone no: +254 719 863 882 Email: masainesuccess@gmail.com

Bio Data

Gender: Male

Marital Status: Single

Nationality: Kenyan

Personal Profile

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Education

2020 - 2023	Bachelor of Science in Information Technology (Second class Honors) Zetech University
2016 - 2019	Kenya Certificate of Secondary Education(B-) Joanna Chase Secondary School

Skills

- **Communication Skills:**Communicates very well both orally and in writing. Possess good presentation skills and people handling techniques.
- **Team player:** Works as a competent member of the team, willingly providing back-up support for coworkers when appropriate and actively supporting group goals.
- **Strong knowledge of Microsoft windows operating systems, MS Office, MS Excel and PowerPoint**
- **Strong analytical and problem-solving skills** to determine root cause of technical issues and customer requests and find best possible solutions
- **Ability to organize and handle multiple tasks pro-actively and effectively** to meet deadlines
- **Adept at troubleshooting and resolving complex technical issues, with a strong commitment to delivering high-quality service.**

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- Proficient in supporting customers via email, phone and SMS
 - Proven ability to adapt to evolving technologies and drive organizational success through innovative IT solutions.
 - Web development: (HTML, CSS JAVASCRIPT, DJANGO, FLASK)
 - Frontend Technologies [HTML, CSS, JavaScript.]
 - Backend Technologies: [PHP, Python (Django/Flask).]
 - Mobile App Development: Currently expanding skills into mobile app development with a focus on Flutter, demonstrating a commitment to staying abreast of industry trends and technologies.

Work Experience

November 2023 - Present

Zetech University

Position: IT technician (Volunteer)

Responsibilities:

- Supporting day-to-day operations of the help desk, including monitoring and responding to help desk requests, escalating and resolving issues in a timely manner, following up with customers to ensure service level agreements are met
- Analyzing technical issues faced by students, and determining best solutions
- Maintaining accurate hardware and software inventory records, and making recommendations for upgrades
- Monitoring, troubleshooting, and upgrading University's network, and peripheral devices.
- Assisting students on unit registration
- Training users on the use of new IT systems and applications
- Performing data backup and recovery on user PCs using acronyms backup software

August- October 2023

Zetech University

Position: IT Support Specialist (Attachment)

Responsibilities:

- Network configurations, Software installations updates and Hardware troubleshooting.
- Monitored and maintained computer systems, printers and networks.
- Help desk and user support activities at the University.
- Supported the rollout of new applications.
- Creating user accounts and dealing with password and account issues using the Active directory
- Configured and tested new hardware and software.

Additional Information

Hobbies and Interests

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- Reading, Swimming, Travelling, Socializing

Referees

Caleb Mualuko

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