

MASAINÉ IRIES KIPELES

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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

2016-2019: Kenya certificate of secondary education-Joanna chase high school(B)

**2020-2023: Bachelor of science in information technology-Zetech university
(second class honors)**

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 co-workers when appropriate and actively supporting group goals.
- ✦ Strong knowledge of Microsoft windows operating systems, MS Office, MS Excel and PowerPoint
- ✦ Adept at troubleshooting and resolving complex technical issues, with a strong commitment to delivering high-quality service.

- ✦ Proven ability to adapt to evolving technologies and drive organizational success through innovative IT solutions.
- ✦ 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

- ✦ 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

Work Experience

November 2023 – March 2024

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
- ✦ Analysing technical issues faced by students, and determining best solutions
- ✦ Maintaining accurate hardware and software inventory records, and making recommendations for upgrades
- ✦ 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-November 2023-zetech University mangu campus

Position: IT Support Specialist (Attachment) **Responsibilities:**

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- ✦ 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

Other Skills

- Merchandising
- Product promotion

Referees

Caleb Mualuko

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Hellen Mutunga

Merchandiser Uniliver company

Naivas kitengela

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