



CHEPTEI VALARY FEMY

ICT PROFESSIONAL

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Summary

I am a proactive and results-oriented professional known for exceptional performance. My commitment to continuous learning drives my ambition to expand my skills and tackle new challenges. I adapt well to diverse environments and collaborate effectively with colleagues, using my initiative and problem-solving abilities to achieve goals and contribute to team success

Experience

PIXETO DIGITAL

SEPT 2024 - TO DATE

ICT VOLUNTEER

I am volunteering Pixeto Digital, where I provided technical support to clients, troubleshooting hardware and software issues, and maintaining IT infrastructure. My role involved resolving technical challenges, assisting in web development tasks, and contributing to design projects for better user experiences. Additionally, I supported digital marketing initiatives by offering technical insights.

BADAUD TECHNOLOGIES

APRIL 2024 - AUG.2024 (PART-TIME)

FRONT OFFICE PERSONELL

Key responsibilities included:

- Client Relationship Management: Built and maintained strong relationships with clients by understanding their needs and providing tailored solutions to drive satisfaction and loyalty.
- Product Demonstrations and Sales Support: Assisted in presenting technical products and services to clients, highlighting key features and benefits to support service sales efforts.

COURT OF APPEAL MOMBASA

JANUARY 2023 - APRIL 2023

I.C.T ATTACHÉE

Proficient IT technician with a proven track record of providing exceptional technical support and maintenance services. Demonstrated ability to effectively troubleshoot and resolve complex hardware and software issues, ensuring optimal system performance and uptime. I collaborated seamlessly with colleagues to streamline operations and maintain a positive work environment.

Key responsibilities included:

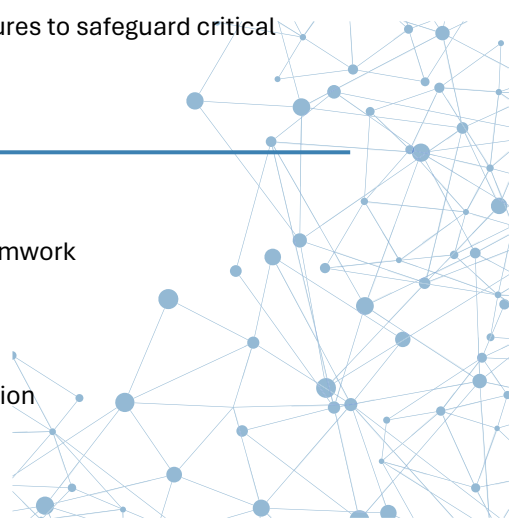
- Network administration: Configuring, maintaining, and troubleshooting network infrastructure components.
- Server management: Installing, updating, and managing server operating systems and applications
- Desktop support: Providing technical assistance to end-users, including hardware and software troubleshooting, account management, and data backup
- Helpdesk support: Responding to and resolving technical inquiries and issues via phone, email, and in-person
- Data backup and recovery: Implementing and managing data backup procedures to safeguard critical information and ensure timely recovery in case of system failures or disasters

Strengths

Hard Skills

- Technical troubleshooting and maintenance
- Network installation and issue resolution
- Digital skills proficiency
- User training
- Installation and configuration of IT devices
- IT security implementation

Soft Skills

- Attention to details
 - Collaboration and teamwork
 - Honesty and Integrity
 - Administrative skills
 - Fast learner
 - Effective communication
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Education

DEC 2024 - JAN 2025

CYBER SECURITY & NETWORKING

CISCO Networking Academy

Grade: *Dinstinction*

SEPT 2019 - AUG 2024

BACHELOR OF TECHNOLOGY IN INFORMATION COMMUNICATION

Technical University of Mombasa

Grade: *Second class upper division*

Languages

Language	Proficiency
English	<div><div></div></div> 95%
Swahili	<div><div></div></div> 95%
German	<div><div></div></div> 45%

Referees

MS. KWAMBOKA NYAOSI

ICT Supervisor at Court of Appeal Mombasa

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DR. KEVIN TOLE

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