**CURRICULUM VITAE**

**Evans**

**Personal Details**

Date Of Birth **:** 25.03.1972

Gender **:** Male

Nationality **:** Kenyan

Languages **:** English

Marital Status **:** Married

**Position Applied : IT/Networking Support Professional**

**Objective**

Seeking similar position in a well progressive organization. The position should allow for advancement of skills in networking, system troubleshooting, Repair and system administration as well as the application of new and innovative techniques and technologies of networking and IT as a whole.

**Personal Profile**

Detailed-focused and result –oriented IT professional possessing 15 years plus of extensive knowledge in Troubleshooting IT related issues and effective training skills, Dedicated, Organized, and self-directed team player with strong written, communication and relationship-building skills. Capable of identifying potential problems and providing recommendations for solutions.

Willing to relocate: Anywhere

**Education Qualification**

Advanced Diploma in Computer Electronics Engineering and Networking from Graffins College (Kenya) on 2002.And on going with a Bachelors Degree in Information and Communication Technology at Mount Kenya University Kenya.

**Professional Training**

1. Completed a course on CCNA
2. Completed a Course on ICDL
3. Completes a course on MCSE 2000
4. Google –Apps Technical Training
5. Linux Hands on held Training

**Technical Skills**

* Operating systems: Windows 2003/2000/XP/7/8/10, and Linux
* Diagnosis, repair and upgrade of Notebooks, Laptops PCs and printers
* End user support and problem identification
* Thorough understanding and experience of TCP/IP based networks
* Very well acquainted with various networking tools
* Communication and team building skills with ability to work independently or in a team
* Excellent proficiency and experience in cabling networks using UTP CAT5E and CAT6
* Excellent technical and supervisory skills involving Installation, maintenance and troubleshooting
* Excellent in identifying and troubleshooting of minor & critical problems occurring on the Network
* Excellent in drafting Troubleshooting and day to day procedures
* Administering, configuring and troubleshooting of Windows platform.
* UPS and Printer Management
* physical inventory and system inventory
* Experienced in Hardware and Software troubleshooting skills.
* Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
* Effective time management-Can solve complex system problems in minimum time.
* Supervisory skills and training.

**Work Experience**

Year **:** 2015-Date

Company **:** College of Human Resource Management, Kenya

Position **:** IT/Network Support & Tutor

Updating job knowledge by participating in educational opportunities, Installing and configuring computer hardware operating systems and applications, Monitoring and maintaining computer systems and networks, Talking to staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues, Troubleshooting system and network problems and diagnosing and solving hardware or software faults, Replacing parts as required, Providing support, including procedural documentation and relevant reports, Following diagrams and written instructions to repair a fault or set up a system, Supporting the roll-out of new applications, Setting up new users' accounts and profiles and dealing with password issues, Responding within agreed time limits to call-outs, Working continuously on a task until completion (or referral to third parties, if appropriate),Prioritizing and managing many open cases at one time, Rapidly establishing a good working relationship with customers and other professionals, such as software developers, Testing and evaluating new technology and Conducting electrical safety checks on computer equipment, Offering training to students in IT related courses

Year **:** 2011-2014 (4years)

Company **:** Inoorero University, Kenya

Position **:** IT/Network Support

Installing and configuring computer hardware operating systems and applications; Monitoring and maintaining computer systems and networks, Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues; Monitoring the security in the Computer Labs using CCTV Camera, Replacement of all fault Computer parts ,Troubleshooting system and network problems and diagnosing and solving hardware or software faults, Replacing parts as required, Providing support, including procedural documentation and relevant reports, Following diagrams and written instructions to repair a fault or set up a system, Supporting the roll-out of new applications, Setting up new users' accounts and profiles and dealing with password issues, Responding within agreed time limits to call-outs, Working continuously on a task until completion (or referral to third parties, if appropriate),Prioritizing and managing many open cases at one time, Rapidly establishing a good working relationship with customers and other professionals, such as software developers; Testing and evaluating new technology; Conducting electrical safety checks on computer equipment.

Year **:** 2010-2011 (1year)

Company **:** Ebenezer Info College, Kenya

Position **:** IT Help Desk Technician & Tutor

Key Accountabilities include Installing and configuring computer hardware operating systems and applications, Monitoring and maintaining computer systems and networks, Taking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues, Troubleshooting system and network problems and diagnosing and solving hardware or software faults, Replacing parts as required ,Providing support including procedural documentation and relevant reports, Following diagrams and written instructions to repair a fault or set up a system , Supporting the roll-out of new applications ,Setting up new users’ accounts and profiles and dealing with password issues, Responding within agreed time limits to call-outs, Working continuously on a task until completion (or referral to third parties, if appropriate) ,Prioritizing and managing many open cases at one time , Rapidly establishing a good working relationship with customers and other professionals.

Year **:** 2000-2009 (10 years)

Company **:** Graffins College, Kenya

Position **:** IT/Network Technician

Determine users’ technical needs and provide them with appropriate solutions, Install hardware, software and device drivers on standalone computers, Install and configure computer networks including LAN and WAN, Manage network configurations to ensure that all computers on a network can communicate effectively, Test computers peripherals, hardware and software to ensure that they are working appropriately, Upgrade software, patches and operating systems on a continuous basis, Install and configure monitors, keyboards and printers, Troubleshoot hardware and software problems, Act as a technical resource in order to assist users with resolving computer issues, Answer tickets and emails pertaining to users’ computer problems, Ensure that all computers are secured effectively by installing and updating antivirus software, Set up and organize IPs appropriately, Train users on new software, Analyze network problems and manage preventative maintenance procedures, Explain the role of network applications and equipment to the end user, Maintain documentation of technical maintenance procedures carried out ,Preventive Maintenance to the IT equipments and Inventory control

Year **:** 1999-2000 (1year)

Company **:** Mitsumi Computer Garage, Kenya

Position **:** IT Technician

Installing and configuring computer hardware, Operating Systems and Applications, monitoring and maintaining computer systems and networks, taking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues, troubleshooting system and network problems and diagnosing and solving hardware or software faults, replacing parts as required, providing support, including procedural documentation and relevant report, following diagrams and written instructions to repair a fault or set up a system, supporting the roll-out of new applications, setting up new users’ accounts and profiles and dealing with password issues, responding within agreed time limits to call-outs, working continuously on task until completion (or referral to third parties ,if appropriate),prioritizing and managing many open cases at one time rapidly establishing a good relationship with customers and other professional, e.g. software developers, testing and evaluating new technology, conducting electrical safety checks on computer equipment.

Year **:** 1997-1999 (2years)

Company **:** Exxus Systems, Kenya

Position **:** IT/Network Technician

Installation of windows 2000/XP professional, Assembling New Desktops.  Formatting Installing and Trouble Shooting ,Crimping and installing Network Cabling, Installing cleaning and Updating Virus Definition of Various Type of Antivirus as required, Solving the errors of Networking, Troubleshooting the errors of Internet.

**Job Seeker First Name / CV No: 1720686**

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