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| PERSONAL DETAILSDOB: 02/01/1987Gender: MaleMarital status: SingleLanguage: English and Swahili*Desktop Support*Diagnosing hardware &software faultsHotel system management(Fidelio suite 8, micros POSsystem and sun system)Testing and evaluating new technologyLAN/ WAN setup andadministrationMicrosoft applications(windows xp, 7, 8, 8.1 and 10)Microsoft office applications(word, Excel, power point and access)VOIPWindows Active DirectoryITLWebsite and Web mail set up and administration.*PERSONAL SKILLS*Problem solvingCustomer service skillsTroubleshootingGood communication skills(fluent in English)*PHYSICAL ABILITIES*Physically fit & able to lift ICT equipment, crawl under desks and small spaces to access cabling and other devices **Experience in; problem resolution and quality assurance procedure** Able to escalate issues, communicate with to suppliers and third party technicians where necessaryAbility to work well in a team environment | William  [William.306040@2freemail.com](mailto:William.306040@2freemail.com) IT supportPERSONAL SUMMARY A proficient IT support professional with a proven track record of providing  Specialist technical and helpdesk support. Far-reaching experience of working  In the front line helping clients and colleagues resolve technical IT issues.  Possessing excellent client facing skills, natural problem solving and analyticalskills and able to contribute to the development of best practice, proceduresand policies within a company  Currently looking for a suitable IT support position WORK EXPERIENCEHardcore Computer ConsultantsPosition: Desktop Support (August 2014 to December 2015) Handle daily technical support activities on desktop support, data network and server management.  Grow clients and communicate to Account Manager by determining new opportunities.  Setup desktop computers and peripherals and test network connections.  Install and test desktop software applications and internet browsers.  Test computers to ensure proper functioning of computer systems.  Train end users on usage of computer hardware and software.  Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.  Adhere to policies as per corporate manuals and directives.  Extend computer support for systems’ software and hardware.  Setup computers and install software for various applications and programs.  Interact with staff on desktop problems and their resolution.  Network and connect computers within organization to better communication.  Order or buy computer systems and liaise with purchase and supplies department.  Maintain computer peripheral devices like printers and resolve associated problems. SPORTSVIEW HOTEL KASARANIPosition: Assistant ICT officer (July 2013 to July 2014) Reporting directly to the IT Manager and collaborating closely with other ITteam members.  Responding to inquiries and requests in a timely and accurate manner and resolving any ICT related issue to the user’s satisfaction.  Responsible for diagnosing & resolving hardware, software & end usersproblems.  Acting as the first point of contact for all IT & technical queries  Developing the infrastructure and systems to meet the company’s needs  Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.  Involved in the rollout of software updates and patches  Investigate specialist and complex IT support issues  Communicating with third party technical specialists  Configuring and managing backup & restore procedures  Maintaining a wide range of computer hardware and software programs  Identifying & reporting on the budgetary implications of IT projects andupgrades.  Provide secondary support for LAN/WAN administration.  Responsible for allocating work to junior staff and induction training for newstaff.  Deploying new hardware, server backups & evaluating new software security risks  Indepth knowledge of Microsoft Windows client operating systems, XP, Vista/windows 7, Microsoft Office up to Office 2007,2010 and 2013. KASARANI SPORTSVIEW HOTELPosition –Internship (March 2013 to May 2013) Training in the installing and configuring computer hardware operating systems and applications.  Monitoring and maintaining computer systems and networks under the supervision of the supervisor.  Applied my skills in system administration ACADEMIC QUALIFICATIONCOLLEGE EDUCATION Maseno University (2011 - 2013)  BSc Information Communication Technology Management  Awaiting Graduation.  Kenya school of professional Studies(2006 – 2009)  Diploma in Information Technology  Chania Boys High School High School (2002-2005)  Kenya Certificate of Secondary Education  Activity : Badminton, journalism club member, youth for change and drama club member PERSONAL INTEREST Reading journals and articles in ICT sector  Keeping myself updated with new technology Meeting and socializing with people; to build stronger social bonds  I |