MESHACK KIMOLOI
ICT ENGINEER

+254708917068
Nairobi,Kenya
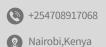ChirchirMeshack20@gmail.com
github.com/chirchirmeshack

SUMMARY

- A motivated and detail-oriented IT professional with a passion for technology and problem-solving. Possessing experience in technical support and Networking principles. Proven ability to work effectively in a fast-paced environment and deliver high-quality work within tight schedules. Committed to continuous learning and professional growth. Proficient in multiple programming languages eg javascript with a bias to the react and node js frameworks.Having a strong understanding of IT infrastructure needs and best practices

SKILLS

- Strong problem-solving
- Analytical skills
- Interpersonal Skills
- Communication
- Collaboration
- Leadership
- Critical thinking
- Attention to detail
- Adaptability
- Time management

AREAS OF EXPERTISE

- Network TroubleShooting
- Preventive Maintenance
- Structured Cabling
- Technical documentation
- Front-End web development
- Technical support

VOLUNTEER EXPERIENCE

Reale hospital Utawala
IT TECHNICIAN • 05/2023 - 08/2023

- *Troubleshooted and resolved a variety of software and hardware issues encountered by hospital staff, ensuring efficient operation of critical medical equipment.*
- *Implemented a preventative maintenance schedule for network devices, reducing downtime by 15%.*
- *Provided first-line help desk support to staff via phone and email, resolving over 80% of user inquiries within 24 hours.*
- *Developed and maintained a comprehensive data organization system, facilitating efficient data retrieval and analysis.*
- *Assisted with implementing new data security protocols, ensuring compliance with HIPAA regulations.*
- ***Developed and maintained an asset inventory system** for all IT equipment, including detailed records of each device's specifications, maintenance history, and location, facilitating efficient equipment tracking and deployment*

INDUSTRIAL ATTACHMENT

Moi University College of Health Sciences
IT TECHNICIAN • 09/2023 - 12/2023

- *Assisted with network maintenance and structured cabling projects, contributing to a stable and efficient network infrastructure for over 1,000 users at the university.*
- *Performed regular data backups ensuring critical university information like student records and research data is safeguarded and minimizing data loss risks.*
- *Supported the successful implementation of the university email server migration project by configuring user accounts and ensuring smooth data transfer.*
- *Technical Support: Provided first-line technical support to over 100 students and staff via phone and email, resolving over 75% of software issues within a 24-hour timeframe, utilizing my proficiency in Ms Office Suite and troubleshooting common software installation and configuration problems.*

EDUCATION

Bachelor of Science in Applied Computing
KCA University • 2019–2023

Kenya Certificate of Secondary Education
St Patrick's Iten • 2015–2018

Kenya Certificate of Primary Education
Eldoret Premier School • 2012–2014

CERTIFICATIONS

Cisco Certified Network Associate
KCA University • 2022–2023

AWS Certified Cloud Practitioner
Emobilis 2024