

# Alvin Kigen

BSc. Information Technology,  
International Computer Driving License Certificate

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## PROFILE SUMMARY

- **Areas of work experience:** Systems, with a focus on full-stack web development, database management, network implementation, troubleshooting, and server setup and administration.
- **Total years of work experience in various capacities:** 2 ½ Years
- **Countries worked in:** Kenya.

## WORK EXPERIENCE

### **Information Technology Assistant- 1<sup>st</sup> September 2021 to Present**

Oraro and Company Advocates, Nairobi, Kenya ([www.oraro.co.ke](http://www.oraro.co.ke))

#### Responsibilities:

- **Website Redesign:** Independently led the redesign of the company website.
- **Internal Web App Redesign:** Collaborated on the redesign of an internal web app used by staff for various processes.
- **Server Upgrades and Networking:** Collaborated on managing server upgrades, including transitioning to newer OS versions and restructuring networking.
- **User Support:** Provide day-to-day technical support to lawyers and staff, addressing issues related to hardware, software, and network connectivity.
- **Security Management:** Assisted in implementation and maintaining security measures, including antivirus software, firewalls, and user access controls.
- **IT Documentation:** Assisted in maintaining documentation for IT procedures, configurations, and troubleshooting steps to facilitate knowledge sharing within the team.
- **Network Administration:** Assisted in managing and maintaining the law firm's local area network (LAN), ensuring optimal performance and security.
- **Training and Onboarding:** Assisted in training new staff on IT policies, procedures, and the use of relevant software and systems.
- **Vendor Management:** Interacted with IT vendors for procurement, support, and maintenance of IT-related services and products.
- **Cybersecurity Awareness:** Conducted training sessions or awareness programs to educate staff on cybersecurity best practices and potential threats.
- **Project Assistance:** Collaborated on IT projects, whether it involved system upgrades, migrations, or the implementation of new technologies.
- **Policy Compliance:** Ensured that IT practices within the law firm comply with industry regulations and legal standards.
- **Asset Management:** Assist in maintaining an inventory of IT assets, including hardware and software licenses, and assist in procurement as needed.
- **Remote Support:** Provided support for remote and mobile users, ensuring they can access necessary resources securely.

**IT Intern (3 1/2 Months)** April 2019 to August 2019

National Industrial Training Authority (NITA), Nairobi, Kenya (<https://www.nita.go.ke/>)

Responsibilities:

- **Technical Support:** Provided technical support to end-users and resolved hardware and software problems.
- **Network Management:** Assisted in setting up and managing network devices, ensuring network security, and troubleshooting network issues.
- **User Support:** Provide day-to-day technical support to lawyers and staff, addressing issues related to hardware, software, and network connectivity.

## **EDUCATIONAL BACKGROUND**

### **Bachelor of Science Information Technology**

Kenyatta University, 2023

### **Certificate in Leadership**

Kenyatta University, 2019

### **Certificate in International Computer Driving License**

East Africa Institute of Certified Studies, 2016

## **ATTRIBUTES & SKILLS**

- Adaptable to diverse roles within Information Technology Spaces.
- A collaborative individual able to collaborate effectively with cross-functional teams.
- Highly dedicated, motivated and committed with initiative
- Excellent written and spoken communication skills.
- Engages in continuous learning, staying updated with the latest technologies as a tech enthusiast.
- Languages: English and Kiswahili
- Proficient in web development using ReactJS/NextJs, Node, and Laravel.
- Skilled in database management, including ORMs like Prisma and databases like PostgreSQL, MySQL and NoSQL like MongoDB.
- Proficient in setting up and administering servers, including VMware vCenter ESXi and Microsoft Hyper-V.
- Familiar with version control systems, particularly Git.
- Well-versed in cloud technologies, specifically Azure and SharePoint.

## **INTERESTS**

- **Home Lab Enthusiast:** Passionate about setting up and experimenting with home labs for or testing purposes, showcasing a hands-on approach to technology.
- **Car Enthusiast:** Possesses a keen interest in cars, particularly fascinated by the intricacies of drivetrains, displaying a novice level of understanding.
- **Gaming Aficionado:** Enjoys gaming, showcasing a love for virtual worlds and interactive storytelling.
- Community Development

## **REFEREES**

Harrison Njoroge  
Chairperson, Department of Computing & Information Technology  
School of Engineering & Technology  
Kenyatta University  
**NAIROBI**  
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