ALVIN KIGEN

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OBJECTIVE

Adaptable and detail-oriented professional with over three years of experience in technical support, systems management, and customer service. Eager to leverage my strong organizational, problem-solving, and teamwork skills in diverse work environments. Committed to contributing efficiently, whether in technical roles, administrative support, or hands-on positions, while ensuring high-quality results and a positive work environment. Ready to apply my reliability, communication abilities, and strong work ethic to any role where I can add value and support the success of the team.

SUMMARY OF QUALIFICATIONS

- **Broad Experience in Technical and Administrative Roles**: Skilled in information system maintenance, technical support, and administrative functions, with proven ability to troubleshoot, manage users, and handle various technical or support-related tasks.
- **Adaptable Problem Solver**: Demonstrated ability to thrive in fast-paced environments, offering flexible support in various roles, from IT-related tasks to customer service and operational functions.
- **Proficient in Technology Tools and Customer Service**: Strong background in managing IT systems, web development, and customer-facing roles, ensuring a balance between technical proficiency and excellent service delivery.
- **Strong Communication and Interpersonal Skills**: Adept at collaborating with teams and providing outstanding customer service, with the ability to clearly communicate technical issues to non-technical users and resolve inquiries effectively.
- **Commitment to Learning and Growth**: Open to new challenges and learning opportunities, with a keen interest in applying my skills in both technical and non-technical roles.

EXPERIENCE HISTORY

Information Technology Assistant - September 2021 to August 2024
Oraro and Company Advocates, Nairobi, Kenya (www.oraro.co.ke)

Key Responsibilities:

- **Technical Support & Troubleshooting**: Delivered comprehensive day-to-day technical support to staff, efficiently resolving issues related to hardware, software, and network connectivity, which significantly reduced downtime and enhanced productivity.
- **Network Administration**: Played a key role in managing and optimizing the firm's local area network (LAN), ensuring high performance, security, and reliability across all connected devices and systems.
- **Security Implementation & Management**: Contributed to the development and enforcement of robust security measures, including antivirus software, firewalls, and user access controls, safeguarding the firm's sensitive data and IT ass

ets.

- **Remote & Mobile User Support**: Provided reliable technical support for remote and mobile users, enabling secure access to the firm's resources and ensuring seamless workflow continuity for off-site employees.
- **IT Documentation & Knowledge Management**: Maintained and updated comprehensive IT documentation, including procedures, configurations, and troubleshooting guides, facilitating knowledge sharing and ensuring consistency in IT operations.

Information Technology Intern - April to July 2019
National Industrial Training Authority (NITA)

Responsibilities:

- Supporting the IT team in the maintenance of hardware, software, and other systems
- Troubleshooting issues with equipment like printers, computers, and servers
- Running software updates backups when requested.

SKILL HIGHLIGHTS

Information Technology Assistant Oraro and Company Advocates, Nairobi, Kenya

- **Website Redesign Leadership**: Successfully led the complete redesign of Oraro & Company Advocates' website, enhancing its functionality, user experience, and overall aesthetic appeal to better represent the firm's brand.
- **Internal Web Application Development**: Collaborated closely with the IT team to revamp an internal web application, streamlining processes and improving efficiency for staff across various departments.
- **Server and Network Management**: Spearheaded critical server upgrades, including migrating to newer operating systems and restructuring the network infrastructure to enhance performance, security, and reliability.

EDUCATIONAL BACKGROUND

Post Graduate Certificate – Cyber Security Analysis - Ongoing
Mohawk College, Hamilton, Ontario, Canada

Bachelor's in information technology - 2016 to 2021
Kenyatta University, Nairobi, Kenya

Certificate in Computer Packages
East Africa Institute of Certified Studies, School of ICT and Engineering

Certificate in Leadership
Kenyatta University

Certificate in International Computer Driving License
East Africa Institute of Certified Studies

LANGUAGES & OTHER INTERESTS

- Fluent in English
- Home Lab and tech enthusiast: Passionate about setting up and experimenting with home labs for testing purposes.
- Gaming Aficionado: I enjoy gaming, and have a passion for the virtual world and interactive storytelling.
- Community Development: I enjoy working with individuals, families, and communities, empowering them to identify their needs, opportunities, and responsibilities in an effort to improve their quality of life.
- Car Enthusiast: Possesses a keen interest in cars, particularly fascinated by the intricacies of drivetrains, displaying a novice level of understanding.