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FALCON ID # 30817

IT / It Technician

Residential Country : Kenya Nationality : Kenya  
Resume Title : It Technician Notice Period : 1 Days

## EDUCATION

Qualification	Institute / College /university	Year	Country
Diploma		0000	Not Mention

## CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Senior Support Technician	African Vending System		06/2013	06/2015
Helpdesk Support Engineer	360 It Services		06/2008	06/2013
Helpdesk Support Engineer0	Modern Business Communication Limited		06/2003	06/2008

## ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Computer instructor

Tengecha secondary school 2001-2002

- ? Teaching computer basic skills and concepts on MS-Office applications e.g. MS-Dos, MS-Word, MS-Excel Computer programming (Basic Language) General PC maintenance and repair
  - ? Install and configure operating system and other application on desktops.
  - ? Upgrading both hardware and software as well as hardware routine maintenance.
  - ? Updating the school website.
  - ? Maintain the school LAN including periodic backup and network troubleshooting.
- Professional trainings

## Additional Information :

- ? I do install, troubleshoot and perform modification and repair of different computer systems from servers to general PC's e.g. IBM, Compaq, DELL and Cloned machines.
- ? Maintaining and installing servers running windows 2003 server software.
- ? Performs preventive maintenance, replacement of support system components.
- ? Inspect and checks equipments newly installed to determine operating deficiencies. This include installation, repair and service of servers and microcomputer motherboards, power supply, network cards, memory modules, floppy drives, optical drives, processor, installation of operating systems and other software applications.

### System printers

- ? I have wide knowledge and experience in repair and service to different types of printers ranging from home to commercial used printers e.g. IBM model 4230,4234,6400,5262,4247 .HP LaserJet printers Model 1200,1300,4000,4100,4050,4250n. Epson printers DFX 500+, 8500+ 9000+. LQ printers 1170, 2170, 2180. LX printer 300+. DeskJet 690, 1120, 1220, Lexmark's among others.

### Networking

- ? I do structured cabling, configuration of passive and active components including switches, routers, hubs etc. Troubleshooting various network architectures, protocols and communication equipments.
- ? Performed hardware, software upgrades on LAN maintenance.

### UPS

- ? I do repair and service of light duty ups machines e.g. MGE 500, 800, 1100. APC 500,650 etc.

### Others

- ? Responded to, evaluated, and prioritized customer calls and email requests for technical assistance from users experiencing problems with hardware, software, networking and other computer-related technologies.
- ? Provided prompt, and accurate support to users, employing high degree of customer-service skill and technical expertise while ensuring customer satisfaction.
- ? Contributed ideas to improve customer service and suggested ways for second-level support to interact with customers.
- ? Logged incoming calls and email into call-tracking database.
- ? Administered, managed, and monitored contract process.
- ? In house system administrator.