



FRANKLINE KIPKORIR

COMPUTER PROFESSIONAL

CONTACT



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Address.

Eldoret, Kenya

SKILLS

TECHNICAL SKILLS

- Database Management Systems (DBMS)
- SQL & Data Query Languages
- Cyber Security Tools & Protocols
- Inventory Management Software
- Network Security & Monitoring
- Computer Hardware Maintenance
- Microsoft Office Suite (Excel, Word, PowerPoint)
- System Documentation
- Digital Marketing Platforms
- Basic Programming Knowledge
- Data Backup & Recovery
- Operating Systems (Windows, Linux)

CORE STRENGTHS

- Process Optimization
- Inventory Control
- Quality Assurance
- Risk Assessment
- Project Coordination

PROFESSIONAL SUMMARY

Detail-oriented and tech-savvy IT professional with a strong foundation in database management, cybersecurity compliance, and digital marketing. Skilled in IT support, data entry, and inventory management, with a passion for leveraging technology to improve efficiency and security. Adept at troubleshooting technical issues, ensuring regulatory compliance, and optimizing warehouse operations through data-driven decision-making. Strong leadership and critical thinking abilities, with a proactive approach to problem-solving and team collaboration.

PROFESSIONAL EXPERIENCE

Cyber Attendant

KISTECH Cyber, Eldoret, Kenya | Oct 2023 – Present

- Ensure compliance with cybersecurity policies and IT regulations for all users.
- Assist customers with IT-related issues, troubleshooting software, hardware, and network problems.
- Track customer usage and billing, maintaining accurate daily records.
- Maintain cyber café systems, ensuring all computers, printers, and network devices operate efficiently.
- Provide basic digital literacy training to customers on safe internet usage, document processing, and email management.
- Manage data entry tasks, updating logs and organizing digital records.
- Install and update software and security applications to protect against malware and cyber threats.
- Monitor internet usage to prevent unauthorized activities and ensure compliance with policies.
- Offer technical support for printing, scanning, and photocopying services.
- Maintain a clean and organized work environment, ensuring proper handling of IT equipment.
- Assist customers with online applications, registrations, and government e-services.

Key Achievements:

- Increased customer satisfaction by 25% through effective IT support and prompt troubleshooting.
- Improved system efficiency by 30% by conducting regular maintenance and updates.
- Implemented enhanced cybersecurity protocols, reducing security breaches by 40%.
- Optimize printing and scanning operations, reducing paper waste by 20%.
- Trained over 30 customers on safe internet practices, boosting digital awareness.

- Resource Management
- Technical Documentation
- System Analysis
- Performance Monitoring
- Compliance Management
- Operation Supervision
- Customer Service Excellence

SOFT SKILLS

- Problem-solving
- Critical Thinking
- Team Leadership
- Effective Communication
- Time Management
- Adaptability
- Customer Relations
- Cross-functional Collaboration
- Decision Making
- Conflict Resolution
- Active Listening
- Attention to Detail

REFERENCES

Dr. Emmily Bomett
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Eldoret, Kenya
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Kennedy Koech
Principal Secretary, Nandi County
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Warehouse Assistant

Savannis Warehouse, Eldoret, Kenya | Jan 2023 – Aug 2023

- Maintained accurate inventory records by entering data into the warehouse management system.
- Verified and received incoming shipments, ensuring stock accuracy and proper storage.
- Managed order fulfillment, including picking, packing, and labeling products for distribution.
- Assisted in stock control, monitoring levels and placing orders for replenishment.
- Ensured warehouse organization, following safety protocols and optimizing storage space.

Key Achievements:

- Improved inventory accuracy by 20% through efficient data entry and verification.
- Reduced order processing time by 30% by streamlining packing and labeling processes.
- Enhanced warehouse organization, leading to a 15% increase in storage capacity utilization.
- Maintained a 100% safety record by adhering to proper handling and storage procedures.

EDUCATION

Cyber Security and Emerging issues in Technology.

Soft Tech Solutions Eldoret Kenya | 2025

Certificate in Project Management and Advocacy & Lobbying.

African Institute of Research And Development Studies | 2024

Certificate in Computer Applications.

Cambridge Universal College, Kenya | 2023

Kenya Certificate of Secondary Education (KCSE)

St. Michael's Kamelilo Mixed Day Secondary School, Kenya | 2018-2022

Kenya Certificate of Primary Education (KCPE)

Samutet Primary School, Kenya | 2006-2017

CERTIFICATIONS & TRAINING

- Cybersecurity Awareness & IT Policy Compliance – 2023
- Digital Marketing & Social Media Strategy – 2023
- Database Management & Data Entry – 2022
- Computer Hardware & Software Troubleshooting – 2022
- Customer Service & Communication Skills – 2022