

VICTOR KOSGEI KIRUI

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PROFESSIONAL SUMMARY

Driven ICT professional with over 5 years of experience in IT technical support, database administration, network administration, and cybersecurity. Successfully managed the setup and maintenance of 15+ networking systems, enhancing operational efficiency. Oversaw system security and backups, ensuring data protection and recovery. Streamlined IT operations for remote and hybrid teams by implementing innovative solutions that improved system performance and reliability. Looking to leverage these skills in a dynamic, remote IT role to drive organizational growth and technical excellence.

SKILLS

IT Support, Network Administration, Database Administration, Cybersecurity, Troubleshooting, System Maintenance, Backup Systems, Technical Documentation, System Optimization, Security Protocols, Data Protection, System Configuration, Performance Monitoring, Issue Resolution, Software Installation, Hardware Maintenance, User Support, LAN/WAN Maintenance, Process Improvement.

EXPERIENCE

Database Administrator

Tulin Stores Limited | Eldoret, Kenya | January 2022 – December 2023

Key Achievements:

- Led the optimization of more than 15 networking systems, increasing the operational efficiency of the system performance by 20%.
- Devised a very strong database backup and recovery strategy that resulted in zero data loss incidents for sensitive company data.
- Decreased troubleshooting time by 33% through the development and implementation of a detailed issue-tracking process.
- Conducted virtual system performance monitoring and database audits for remote teams, ensuring seamless access with minimum disruptions.
- Automated routine database maintenance tasks, reducing manual workload by 40% and increasing overall system reliability.
- Database errors of a complex nature were identified and resolved to improve accuracy and stability of operations.
- Enhanced security protocols to reduce risks, thus preventing unauthorized access and cyber threats.
- Insightful performance reports delivered to senior management resulted in a 25% improvement in decision-making efficiency and alignment with strategic goals.

IT Assistant

Tulin Stores Limited | Eldoret, Kenya | January 2019 – December 2021

Key Achievements:

- Smoothened IT operations by managing user access controls and implementing security measures, reducing system vulnerabilities.
- Increased productivity by 30% by ensuring smooth operation of the Local Area Network and Wide Area Network across multiple departments.
- Provided virtual IT support to remote staff to enable effective communication and operations during periods of hybrid work.
- Executed successful system upgrades and equipment maintenance to support operational efficiency.
- Identified IT process inefficiencies and provided recommendations, thereby reducing the response time to technical issues by 40%.
- Collaborated with cross-functional teams on the upkeep and troubleshooting of peripheral devices such as printers and scanners.
- Prepared and presented monthly IT performance reports to directors, driving a 22% increase in actionable recommendations and process improvements.

IT Support

Tulin Stores Limited | Eldoret, Kenya | September – December 2018

Key Achievements:

- Improved overall system reliability through resolution of logged errors within established timeframes, thereby reducing downtime by 25%.
- Provided virtual IT troubleshooting and software updating to support team members working remotely.
- Standardized hardware and systems to company specifications, resulting in better compatibility with the evolving needs of the business and a 24% increase in operational efficiency.
- Tracked and documented performance metrics on hardware and software for areas of improvement.
- Maintained databases and implemented security to protect sensitive information.
- Researched emerging technologies, integrated best practices into current IT operations, and achieved a 15% system performance and reliability enhancement. Well-informed communication with staff for the purpose of training and resolving technical issues.

Attaché

Elgeyo-Marakwet County | Eldoret, Kenya | July – September 2017

Key Achievements:

- Improved network reliability through designing and maintaining well-functional computer networks and connections.
- Performed periodic inspections and maintenance of computer hardware to ensure all systems were at work.
- Assisted in designing and maintaining the website for increased functionality and user interactivity.
- Provided virtual assistance for troubleshooting technical problems, ensuring that work continuity was maintained among distributed teams.
- Designed telecommunication solutions to ensure stable connectivity, reducing system disruptions.
- Installed and configured software to meet organizational needs for operational efficiency.
- Documented maintenance processes and trained team members on best practices in IT.

EDUCATION

❖ **Bachelor of Science in Mathematics and Computer Science** | Technical University of Mombasa | 2014 - 2018

TOOLS

Microsoft Office, Network Routers, Firewalls, Database Management Systems, Printers, Scanners, System Monitoring Tools, Backup Software, IT Security Systems, Jira, Slack, Zoom, Microsoft Teams, VMware.

LANGUAGES

English - Fluent
Swahili - Native

REFEREES

Mr. David Mashangi

General Manager
Tulin Stores Limited
Tel: +254 725 800 045

Mr. G.K Kimaiyo

County head of ICT
Elgeyo Marakwet County
Tel: +254 724 361 639