Cosmas Kiprotich

Date of birth: 19/04/1996 | **Nationality:** Kenyan | **Phone number:** (+254) 705417288 (Mobile) | **Email address:**

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ABOUT ME

Dedicated, detail-oriented and results-driven IT support specialist passionate for innovation aiming to leverage extensive knowledge in software development, technical support, cloud computing and database management to drive efficiency and optimize technology processes with a proven track record in customer-centric approach, technical support and a focus on user experience withexceptional communication skills that can be utilized to provide superior IT support and enhance end-user satisfaction. Seeking an opportunity for further my studies and gain more practical knowledge and skills for advancement in my professional journey and career aspirations.

WORK EXPERIENCE

01/08/2024 – CURRENT Nairobi, Kenya
STUDENT AFFAIRS OFFICER-INTERNATIONAL OFFICE UNITED STATES INTERNATIONAL UNIVERSITY-AFRICA

·Coordinate with the Senior Student Affairs Officer (International Students) in conducting orientation for newly admitted international students, alongside the local students.
·Provide advice on areas such as cultural adaptation, health, travel, immigration, and other personal issues that might affect international students' status in Kenya, including being able to make appropriate referrals where necessary.
·Assist in handling materials and mailings with exchange partner institutions.
·Coordinate travel arrangements and assist in handling itineraries for students participating in Exchange & Study Abroad programs.
·Accompany Exchange & Study Abroad students on planned excursions (if need be).
·Maintain accurate profiles of all international students as well as for Exchange & Study-Abroad Programs.
· Research websites for information from other institutions abroad to expand Exchange & Study Abroad programs.
·Review and update information on the website regarding international students, Exchange & Study Abroad programs, and International Students' Handbook.
·Assist in coordinating social events and gatherings for international students.
·Evaluate the ongoing needs and current issues of international students and the International Students Office services; design and conduct student needs Assessments
·Administer ongoing data collection to improve services and student retention.
·Supervise and evaluate Campus Work Study students attached to the ISO office.

01/04/2023 – 31/07/2024 Nairobi, Kenya
GRADUATE ASSOCIATE-ICT LABORATORY TECHNOLOGIST MASTERCARD FOUNDATION-USIU-AFRICA

- Ensured 100% class administration success by provisioning the right software installation, upgrade & presentations
- Ensured the smooth running of ICT laboratories by carrying out preventive maintenance, troubleshooting, and resolving any issues raised in the labs.
- Aid in adherence and compliance to Laboratory usage policies by faculty, staff, and students
- Improved Online support for MBA students by 50%
- Co-teach with different Professors during lectures
- Provided programming support to students
- Solved Integrated Development Environments for both students and professors

Business or Sector Education | **Department** Department of Computing and Informatics

11/2021 – 02/2023 Nairobi, Kenya
PRESIDENTIAL DIGITALENT PROGRAMME INTERN ICT AUTHORITY OF KENYA

- Did 90% ICT support service to staff, ensuring a 100% smooth running of business in the Film Department
- Conducted staff training in a range of ICT Skills, helping ICT Authority achieve a 100% digital skills literacy program
- Provided technical expertise, contributing to a 15% reduction in Network failures (servers)

Business or Sector Other service activities | **Department** Department of Film Services

03/2020 – 11/2021 Baraton, Kenya
CYBER ATTENDANT WESS PRINT SHOP & CYBER

- Achieve more than 90% customer satisfaction, by providing online services to them
- Created a good rapport with the customers, to ensure the continuity of the business and maximum returns to the business owner
- Honed my soft skills ranging from communication, bargaining power, and and customer relations

EDUCATION AND TRAINING

08/2016 – 12/2020 Kisii, Kenya
BSC COMPUTER SCIENCE Kisii University

Address Kisii, P.O Box 408, 40200, Kisii, Kenya

01/2012 – 12/2015 Kapsabet, Kenya
KCSE Kombe Secondary School

LANGUAGE SKILLS

Mother tongue(s): **ENGLISH** | **KISWAHILI**

DIGITAL SKILLS

Python Language - Basic knowledge | Microsoft Excel | Microsoft Office | Microsoft Word | Google Docs | Remote Desktop | AWS Cloud Practioner | Microsoft Server 2022 Server Administration | Active Directory Users and Computers | MySQL, Oracle, Postgres Databases | Dockerlab Administration and Usage | Linux Distribution Administration | Azure Cloud Computing | Code debugging and platforming of dependencies | Github | IT Support | Microsoft 365 administration and usage

CERTIFICATIONS

01/2024 – 05/2024
AWS Cloud Practitioner

AWS Ajira Digital- eMobilis Kenya

12/2023
INTERMEDIATE SQL

Datacamp

12/2023
INTRODUCTION TO SQL

Datacamp

04/2024 – 05/2024
Microsoft Server Administration 2022

12/2021 – 05/2022
CCNA 1-3

Cisco Academy

05/2023 – 09/2023
REDHAT SYSTEM ADMINISTRATION I & II

IBM Skill Build

11/2023
INTRODUCING SECURITY: ALIGNING ASSET AND RISK MANAGEMENT

Coursera

VOLUNTEERING

02/01/2024 – 30/07/2024 Nairobi
Team Lead for Interns at USIU-Africa- Department of Computing and Informatics

- Privileged to support two groups of interns who were attached to Department of Computing and Informatics in supporting and ensuring they are up to the best and ready for job market. Thought them on importance of time management, emotional intelligence in IT support, unforeseen circumstances and approaches to unexpected calls that need quick responses.