KIPKOECH NGETICH

Location:, Nairobi, Kenya

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ABOUT MYSELF

Dedicated and passionate IT professional with vast experience in IT support for over 1000 clients and software development and cyber security. Proficient in C#, Java, JavaScript, .NET, and React, with Google certifications in IT Support and Data Analytics. Skilled in Google Suite tools for collaboration and productivity. Eager to apply technical expertise, problem-solving skills, and teamwork to contribute to innovative ICT solutions.

EDUCATION AND TRAINING

2017-2022 Bachelor Science of Information Technology

KCA University

2014- 2017 Kenya Certificate of Secondary Education (KCSE)

Kabianga High School

Certifications

- Cisco Networking Essentials | 2021
- Google IT Support Professional Certificate | 2025
- Google Data Analytics Professional Certificate ||continuation
- Microsoft Technology Associate: Software Development Fundamentals | 2022

SKILLS

- IT Support & Helpdesk Management
- Systems Administration (Windows Environment)
- Zoho Ecosystem Administration (CRM, Invoice, People, Mail)
- Network Troubleshooting & Maintenance
- Hardware & Software Support
- Web Development (HTML, CSS, JavaScript, React)
- Database Management (MySQL, PostgreSQL)

- *Cloud & Collaboration Tools (Google Workspace, GCP)*
- *Cybersecurity Fundamentals*
- *API Integration & System Automation*

TECHNICAL SKILLS

Programming & Scripting:
C#, Java, JavaScript, Python, SQL

Frameworks & Platforms:
.NET Framework, React, Supabase, Vercel

Zoho Environment:
Zoho CRM, Zoho Invoice, Zoho People, Zoho Mail, Zoho Admin Setup, Workflow Automation

IT Systems & Tools:
Google Workspace, Microsoft Power Apps (Basic), Power Automate (Basic), eTIMS

Databases:
MySQL, PostgreSQL, Microsoft Access

Other Skills:
Networking, Debugging, OOP, API Integration, IT Support, Cybersecurity

WORK EXPERIENCE

Hazard Control Technologies

City: Nairobi |

2024-present IT Support Specialist / Systems Administrator

- *Provide end-to-end IT support for 50+ users across hardware, software, and network systems • Administer and maintain the* ***Zoho environment (CRM, Invoice, People, Mail)****, improving workflow automation and business efficiency*
- *Configure and manage* ***Zoho email systems and user accounts***
- *Oversee CRM data management, reporting, and process optimization*
- *Manage invoicing and compliance processes using* ***eTIMS and Zoho Invoice***
- *Maintain and update company website (HTML, CSS, JavaScript), increasing engagement by 80%*
- *Implement documentation systems using Google Workspace, reducing operational overhead by 50%*
- *Troubleshoot network and system issues, ensuring minimal downtime and optimization of financial and business systems*

African Incubators

City: Nairobi | Country: Kenya

2022-2023 Junior Software developer

• Developed and maintained applications using C# and Java in Agile environments • Contributed to 3 major software development projects • Diagnosed and resolved 100+ software issues, improving system performance by 25% • Collaborated with cross-functional teams and documented development processes

Mathari KMTC, Nairobi

City: Nairobi | Country: Kenya

2021-2022 ICT Intern

- *Delivered technical support for Windows-based systems*
- *Resolved 90% of IT support tickets within 24 hours*
- *Trouble shooting campus Network*
- *Managed ICT inventory and tracking systems*

KEY PROJECTS

SAFEMIS PORTAL-FIRE EQUIPMENT MONITOR

- *Developed a React and Supabase-based application*
- *Integrated Google Forms for automated data collection*
- *Reduced data errors by 70%*

Canaan Hospital Website & IT Infrastructure

- *Developed responsive website using HTML, CSS, JavaScript*
- *Designed and implemented network infrastructure for 50+ users*

RECOMMENDATIONS

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