

Robert Kimiri

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ID: 30725502 Gender: Male Date of birth: 1994 Place of birth: Kenya Nationality: Kenyan

ABOUT ME

I am a motivated and reliable professional with strong communication skills, a positive attitude, and a commitment to delivering excellent results while continuously learning and growing.

WORK EXPERIENCE

Tenders Platform Limited

IT Support

- Assisted with onboarding new staff by setting up workstations, configuring email, and providing IT orientation
- Respond to technical issues raised by staff.
- Installed, configured, and maintained operating systems and IT equipments.
- Create, update, and deactivate user accounts and permissions
- Support password resets and identity verification
- Responded to online tickets and following up on ticket resolutions.
- Performed regular system updates, and data backup.
- Documented IT procedures and provided user-friendly guidance to non-technical staff when required.

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IT Support

- Install and configure computer systems and software.
- Assist users with password resets and access permissions..
- Troubleshoot common IT problems via phone, email, or face-to-face.
- Provide first-line support to users for hardware and software issues.
- Maintain records of support requests and resolutions.

EDUCATION AND TRAINING

Diploma in Information Communication Technology

Nairobi National Polytechnic <https://www.nairobipoly.ac.ke/>

High School

Mariira Secondary School

Country: Kenya

LANGUAGE SKILLS

Mother tongue(s): English Other language(s): Swahili

SKILLS

IT skills | Attention to detail | Hardworking and Effective |  Fast Learner | Able to work under pressure. | Team player

DRIVING LICENCE

Cars: B1
Cars: B
Trucks: C1

HOBBIES AND INTERESTS

Fitness and outdoor activities

I enjoy walking, cycling, and keeping physically fit.

RECOMMENDATIONS

Name: Tenders Platform Limited

I have know and work for the company for several years.

Email: info@tenders.co.ke