

MARTIN KIBET

ICT Specialist & Software Developer

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Professional Summary

Dedicated ICT Support Specialist with extensive experience providing Level 1 support across education and healthcare environments. Skilled in troubleshooting hardware, software, and network issues, maintaining ICT infrastructure, deploying software updates, supporting end users, and developing software solutions to improve business processes and operational efficiency. Proficient in software development, application maintenance, system integration, and technical documentation. Strong customer service, communication, and problem-solving skills with postgraduate studies in Information & Technology at James Cook University.

Work History

ICT Support Specialist & Software Developer – Self Employed

November 2023 – To Date

Providing Level 1 ICT support by troubleshooting hardware, software, and network issues while developing and maintaining full-stack web applications to support organizational operations. Installing, configuring, and upgrading computer systems, deploying software updates and security patches, maintaining servers and network infrastructure, and providing technical assistance to end users. Designing, testing, and maintaining web applications, integrating databases and APIs, resolving application bugs, and collaborating with users to deliver secure, reliable, and efficient digital solutions that improve system performance and business processes.

ICT Support Technician – Chemundu Secondary School

September 2022 – August 2023

Provided comprehensive ICT support by diagnosing, troubleshooting, and resolving a wide range of hardware, software, network, and connectivity issues to ensure the continuous availability of ICT services across the school. Installed, configured, maintained, and upgraded desktop computers, laptops, printers, and peripheral devices while providing timely technical support to staff and students using digital learning platforms and educational technologies. Administered user accounts, monitored and maintained servers and network infrastructure, performed routine system maintenance, implemented software updates and security patches, and ensured compliance with ICT security best practices. Responded to user queries, documented technical issues and resolutions, and collaborated with school management to improve ICT operations.

Networking & IT Intern – Moi Teaching and Referral Hospital

January 2020 – March 2020

Provided frontline ICT and network support by troubleshooting computer hardware, software, and connectivity issues to ensure the reliable operation of hospital information systems. Assisted with the installation, configuration, and maintenance of network infrastructure, including Ethernet connections, switches, and workstations, while delivering responsive help desk support to clinical and administrative staff. Performed preventive hardware maintenance, system diagnostics, software installations, data backup and recovery procedures, and equipment upgrades to minimize downtime and safeguard critical information. Collaborated closely with ICT personnel to identify, diagnose, and resolve technical issues, document support activities, and maintain a secure, stable, and efficient IT environment that supported the delivery of healthcare services.

Education

Master of Information & Technology (ICT)

James Cook University (2023–2025)

Bachelor of Information & Technology

Kabarak University (2017–2021)

Professional Skills ○ Communication, Customer Service, Customer Relationship

Management, Active Listening,

Interpersonal Skills ○ Technical Support, Help Desk Support, Troubleshooting, User Training, Documentation, Technical

Documentation, Incident Management, Service Delivery ○ Problem

Solving, Critical Thinking, Analytical Skills, Decision Making ○ Teamwork, Collaboration,

Conflict Resolution ○ Time Management, Organizational Skills, Multitasking, Project

Coordination ○ Adaptability,

Attention to Detail, Professionalism, Reliability, Self-Motivation, Continuous Learning, Stress Management

Technical Skills ○ Windows, Linux, macOS ○

JavaScript, TypeScript, PHP, Python, HTML5, CSS3 ○ React.js,

Next.js, Bootstrap, Tailwind CSS ○ Node.js, Express.js, Laravel ○

MySQL, PostgreSQL, MongoDB ○ Microsoft 365, Google

Workspace, Outlook, Microsoft Exchange

○ TCP/IP, DNS, DHCP, Wi-Fi, VPN, Routers, Switches, Active Directory, Remote Desktop ○ Help

Desk Support, Hardware & Software Troubleshooting, PC Assembly, Hardware Replacement,

Printer Support, Malware Removal, System Installation & Configuration, Software Deployment, IT

Documentation ○ Git, GitHub, Visual Studio Code,

Postman, REST APIs ○ Oracle, ServiceNow