



EMMANUEL KIPKOECH CHEBOI

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SUMMARY

A versatile professional with extensive experience in information systems, network management, and customer service. Demonstrated expertise in process improvement at the National Social Security Fund, enhancing registration accuracy and streamlining documentation processes. Proven proficiency in ICT skills through roles at Merica Group of Hotels, including ERP system management and cybersecurity initiatives. Adept at maintaining Wi-Fi networks and configuring firewalls, ensuring robust security measures. Strong analytical and critical thinking abilities, coupled with a dynamic and self-driven approach to tasks. Committed to maintaining integrity and efficiently learning new concepts, aiming to leverage technical skills and customer service experience in future roles.

EXPERIENCE

ATTACHEE, 05/2024 - 08/2024

National Social Security Fund (NSSF)

- Registration- assisted in registering new members and employers, ensuring accurate documentation and compliance with organizational policies.
- Maintained and updated member records in the database with high attention to detail.
- Customer care- Responded to customer inquiries regarding registration, contributions and benefits via in-person, phone interactions.
- Benefits Department- processed and reviewed applications for retirement and other benefits, ensuring all required documentation was complete.

PROCESS IMPROVEMENT, 06/2024 - 06/2024

National Social Security Fund (NSSF)

- Streamlined the registration process for new members by identifying and resolving common documentation errors.

ATTACHEE, 09/2021 - 12/2021

Merica Group of Hotels

- ERP System (Microsoft Navision with SQL Server).
- Database management.
- Daily backup of the systems. (MICROS and FIDELIO).
- Creating lobby adverts.
- Maintenance of IT equipment.
- Remote assistance and support.
- Managing the firewall.

- Monitoring the ETR printers.
- Replacing IT equipment.
- Managing access points.

WI-FI MAINTENANCE, 10/2021 - 10/2021

Merica Hotel

- Wi-Fi maintenance and IKUAI firewall configuration.
- CCTV management, and Wi-Fi configuration.

CYBERSECURITY & LINUX SKILLS DEVELOPMENT

Hack The Box (HTB)

- Completed Linux Fundamentals module, gaining proficiency in command-line operations, file systems, and scripting.
- Engaged in cybersecurity challenges, including vulnerability analysis, privilege escalation, and network security.

SKILLS

- Analytical and critical thinking
- Dynamic, self-driven, and diligent
- High ability to learn new concepts and undertake tasks efficiently
- Proefficient in ICT skills
- Self-motivated
- Integrity

ACCOMPLISHMENTS

- 2021-10-01, Wi-Fi maintenance and IKUAI firewall configuration at Merica Hotel.
- 2024-06-01, Streamlined the registration process for new members by identifying and resolving common documentation errors at National Social Security Fund (NSSF).

EDUCATION

Kabarak University, 2024
Bachelor of Science: Information Technology

Kabarak University, Nakuru, 2021
Diploma: in information Technology

Moi High School, Kabarak, 2019
Kenya Certificate of Secondary Education

PERSONAL DETAILS

D.O.B: 25/12/2001 | **Nationality:** Kenyan | **Status:** Single | **ID No.:** 39370568 |
Languages: English, Swahili

REFERENCES

- Nancy Kipyegon, System Administrator, 0722535118, Merica Hotel, nancy@merica.co.ke
- Linda Chebet, Secretary, NSSF, 0722794942
- Francis Komen, Lecturer, Nakuru City Campus, 0721327274