

GIDEON DIN

Nairobi 30099 | (+254)701273444

gideondin1@gmail.com | <https://www.linkedin.com/in/gideon-din-345b86144/>

SUMMARY

I am an experienced and customer-centric Customer Support Agent with a solid background in technical support. Possessing a diploma and degree in Electrical and Electronics Engineering, I bring a unique blend of technical expertise and exceptional customer service skills. With three years of successful experience in the Technical Support domain, I am adept at troubleshooting and resolving complex issues in Network and Infrastructure systems, as well as power system operation and maintenance. My passion for delivering outstanding customer service, coupled with my self-motivation and tech-savvy nature, makes me an ideal candidate to contribute significantly to your team's success.

EXPERIENCE

Support Engineer | April 2023 – DEC 2023

AcSys International Limited -ATC Kenya Implant | Hybrid, Nairobi

- Managed Incident Management Ticketing Process with a focus on customer information confidentiality.
- Resolved product, software, hardware, replacement, and inquiry issues.
- Accurately identified and reported root causes of issues.
- Provided optimal solutions and expedited resolutions.
- Collaborated with Sales Team to identify potential leads and opportunities.
- Prepared detailed product or service reports.
- Demonstrated dedication through timely reporting and follow-up.
- Took ownership of cases, follow up regularly, and provide feedback to internal teams.

ICT Support | Nov 2021 – Nov 2022

Kenya Revenue Authority - Presidential Digital Talent Programme |Nairobi

- Assisted IT team in hardware, software, and system maintenance.
- Managed IT Asset management with proper documentation.
- Troubleshoot and resolved system and network issues.
- Installed, repaired, and maintained end-user equipment and accessories.
- Supported audio/visual equipment for presentations and meetings.
- Maintained excellent communication with customers.
- Installed and configured computer hardware, operating systems, and applications.

Technical Support Intern | Jan 2020 - Dec 2020

Kenya Power and Lighting Company, Nairobi

- Gained hands-on experience in Computer Networks Management and Power system operations and maintenance.
- Inspected DC circuits and prioritized safety, health, and environmental standards.
- Provided excellent customer service and monitored SCADA systems.
- Prepared comprehensive reports for technical operations.

EDUCATION

Bachelor of Technology (B.Tech.) - Electrical and Electronics Engineering | Sep 2015 - Dec 2020 Technical University of Kenya, Nairobi

- Computer and Electronics(options)
- Second Class Honors (Upper Division)

Google Cloud Architect | Jun 2020 - Jan 2021

Google for Africa Development Scholarship, Nairobi

- passed

High School | Jan 2011 - Dec 2014
Kisumu Boys High School, Nairobi

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PROFESSIONAL CERTIFICATES

- Data Entry – Ajira Digital
- Linux System Administration (LPIC-1)
- Routing and Switching (HCNA)
- Google IT Support (2022)
- Google Project Management and PRINCE 2 Agile
- Google IT Automation
- PCAP: Programming Essentials in Python by CISCO (2021)
- NDG Linux Unhatched course by CISCO (2021)
- DevNet Associate by CISCO (2022)
- Work Skills Certified by Absa (2021)

SKILLS

- Network and Electronics Troubleshoot and Repair
- Microsoft Outlook
- IT Hardware and Software Support
- Electrical and Electronics System Operation and maintenance
- Quick learner of new software and hardware
- Strong people skills
- Adaptability
- Attention to detail
- Proficient in Python and Linux programming
- System Administration

REFERENCE

Miss Grace Mwai, "Ajira Digital"

Centre Manager

Email: mwaigracecarol@gmail.com

Phone: 0700462090

Mr. Patrick Maina, "Kenya Revenue Authority"

ICT Supervisor

Phone: 0720 992224

Email: patrick.maina@kra.go.ke