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# Raphael Ondigo

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## IT Support Engineer

### Professional Summary

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk, both Software and Hardware technical issues. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer-based information systems. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

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### Skills

- Troubleshooting of hardware and software for PCs and Peripherals
  - Expert in preparing PCs/Laptops for fresh installation of OS and other applications
  - Knowledge about Servers, Domains and User profiles
  - Installation and configuration of Network Devices such as Printers, Scanners, Barcode devices in the Network
  - Backup and Restore mechanisms, upgrade windows and other applications
  - Hardware Peripherals upgrades and replacements
  - Strong Communication skills on handling user calls,
  - Excellent knowledge on A+ / N+ / CompTIA certifications
  - Supporting audio-visual interface with computer workstations and telecommunications technologies.
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### Work Experience

**MIDO Du Café & Restaurants, Bahrain**

**June 2019 – to date**

**Computer and Systems**

**(IT Desktop Support)**

- Deliver troubleshooting solutions to departments and console operators experiencing difficulties with software, hardware, and network connectivity.
- Provide on-phone and online support for users of extended hotel and offices communication network to facilitate effective operation of IT resources.
- Install and configure appropriate software and functions according to specifications
- Ensure security and privacy of networks and computer systems
- Organize and schedule upgrades and maintenance appropriately
- I Manage to keep Point of Sale machines operational at all time in the restaurant.
- Drove enhanced performance figures for IT team and department to meet stated management expectations and relevant standards.

**Essential Systems & Services (ESS) – Doha, Qatar: (Mar 2017 - April 2019)**  
**I.T. Support Engineer.**

- Learned from IT professionals how to meet the support needs of a fast-paced technology company serving clients around Qatar and world.
- Communicated with company reps and vendors to identify computer products that would support and enhance departmental and company operations.
- Assisted in implementation of new hardware and software solutions within company to improve workflow and customer service provision.
- Provided support to users learning new technology assets to support existing operations and to make possible workflow expansion.
- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Networking and providing support for Windows, Macintosh and Linux issues.
- Configuration and testing of any new hardware and software.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair. Training new employees. Assistance with training of staff and compiling procedural documentation. Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.

**Tree of Life Communications (T.L.) - Nairobi, Kenya (2013 – 2016)**  
**Computer Technician**

- Maintenance and servicing of computers on both software and hardware
- Computer upgrades and installations
- Worked closely with IT team members and supervisors to improve troubleshooting skills and situation analysis.
- Assisted users with implementing new software and network infrastructure to ease transition to new technology assets and planned operations.
- Supported senior technicians with complex tasks and time-sensitive achievements to meet client expectations and user needs on an identified schedule

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**ACADEMIC QUALIFICATIONS**

<b>Bachelor of Business: Information Technology (BBIT)</b> Kenyatta University	2013
<b>Diploma in Computer Engineering - (CompTIA, Cisco, A+, N+)</b> Brilliant Institute of Professional Studies	2011
<b>Computer Business Information Systems</b> BEANN Institute	2010

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**References**

Available upon request

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