

## Sheila Chepkurui

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### Professional Summary

Tech-savvy ICT Officer and Software Engineering student with a background in Computer and Electronic Systems Engineering and experience in Virtual Assistance and weighbridge operations. Proficient in network setup, software support, ERP systems, and digital administration tools. Skilled in troubleshooting, customer support, and data handling across technical and operational areas. Committed to improving business processes through technical, software, and automation solutions.

### Professional Skills

- Network Configuration & Troubleshooting
- Operating Systems Installation & Support
- Microsoft Dynamics AX (ERP System)
- Email & Calendar Management
- Data Entry & File Organization
- Customer Support & Communication
- Software & Hardware Maintenance
- Scheduling & Task Management
- Microsoft Office & Google Workspace
- Problem Solving & Critical Thinking

### Professional Experience

#### IT Administrator & Weighbridge Clerk

Mbogo Valley Tea Factory, Kericho, Kenya

Jan 2025 – Present

- Provided on-site IT support, ensuring smooth and uninterrupted daily operations.
- Managed user account setups, password resets, and email/calendar systems.
- Configured and maintained communication systems, improving workflow.
- Implemented troubleshooting procedures for both hardware and software.
- Conducted regular system updates, backups, and data security protocols.
- Operated and maintained the digital weighbridge system, ensuring accurate data recording and reporting of truck loads.
- Coordinated weighbridge data with production and accounting teams to streamline

inventory and logistics records.

- Ensured proper calibration and troubleshooting of weighbridge equipment to minimize delays and errors.

### **ICT Officer**

Tea Research Foundation, Kericho, Kenya

2021

- Installed and configured operating systems, ensuring seamless integration with essential drivers and applications.
- Diagnosed and resolved network issues, optimizing network performance across switches and servers.
- Configured network devices (Cisco, TP-Link, D-Link) to enhance system connectivity and security.
- Provided hands-on technical support to end-users, resolving software and hardware issues to minimize downtime.
- Installed and maintained Microsoft Dynamics AX ERP system, supporting operational efficiency and resource management.
- Managed the setup of data analysis software (e.g., SAS), enabling effective data management and reporting.
- Performed regular hardware and software maintenance, ensuring all systems operated at peak performance.
- Administered security protocols, including firewall and anti-malware software, to protect the organization's IT infrastructure.

### **Professional Education**

- Bachelor of Technology in Computer and Electronic Systems Engineering – Mount Kenya University (2018 – 2022)
- Software Engineering (In Progress) – Power Learn Project Academy (Expected Completion: November 2025)
- KCSE – St. Clare Girls High School, Grade: B- (2014 – 2017)

### **Tools and Technologies**

- Trello, Asana, Slack (Project Management & Collaboration)
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Gmail)
- Cisco Routers, Networking Equipment
- MS Dynamics AX (ERP System)
- Virtual Assistant tools (Scheduling, Email Management)
- ESET Endpoint Antivirus (Firewall and Anti-Malware)
- SAS (Data Analysis)
- Windows, Linux (Operating Systems)

### **Additional Information**

- Continuous learner staying updated with IT trends.
- Volunteer IT support in community outreach programs.
- Fluent in English and Kiswahili.
- Passionate about technology and business optimization.

### **References**

Referees available upon request.