

GATDIEN LAM KUET

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PROFILE

I have over 3 years of hands-on ICT experience, including 1 year of remote work at Union Global providing helpdesk and user support, managing account creation, password resets, and resolving technical issues through ticketing systems. In addition, I worked for past 3 months at Kenya Industrial Research and Development Institute (KIRDI), where I handled internet troubleshooting, router and switch configuration, System maintenance, Software, Hardware installation, Printer setup, Ethernet cabling and user directory management. This blend of remote and onsite experience has strengthened my technical, networking, and customer-support skills, allowing me to deliver reliable ICT solutions in diverse environments. With strong expertise in Node.js, TypeScript, and scalable backend architecture, building self-hosted applications and marketplace integrations. Experienced in designing REST APIs, implementing authentication flows, and integrating external databases

SKILLS

- Attention to detail in system monitoring and documentation
- Problem-solving and analytical thinking
- Strong communication Skill
- Time management and task prioritization
- Teamwork and collaboration
- Wix CLI Development
- eCommerce Integrations (Orders, Stores, Products)
- Responsive Design
- IT Service Management Tools
- languages: Node.js ,TypeScript. JavaScript (ES6+) , SQL
- IT Help Desk & Support: Hardware/software troubleshooting, network setup, password resets, ticketing systems
- Git & GitHub

PROFESSIONAL EXPERIENCE

ICT OPERATION

KENYA INDUSTRIAL RESEARCH & DEVELOPMENT INSTITUTE (KIRDI)

09/2025 – 12/2025
NAIROBI SOUTH C-
KENYA

- Supported the IT team in computer maintenance, software, hardware installation, and updates.
- Configured routers, switches, and Ethernet connections across departments.
- Assisted in troubleshooting printers, networks, and system connectivity issues.
- Helped with data entry and updating internal systems.
- Provided user support, ensuring smooth ICT operations for staff.

IT HELP DESK & SUPPORT

REMOTE

01/2023 – 11/2024
REMOTE

- Delivered remote technical support, resolved client network, server, and software issues.
- Performed system hardening, log monitoring, malware investigations, and vulnerability scanning.
- Created client documentation and technical reports for reproducible troubleshooting.
- Managed customer support tickets and escalated technical issues when necessary.
- Installed software updates and performed basic device configuration
- Maintained service desk logs and improved user resolution time by providing timely support

Web Developer

- Designed and deployed self-hosted Node.js + TypeScript applications with REST APIs and secure authentication flows.

03/2024
REMOTE

- Built scalable backend services integrating external databases (Postgres, Firebase, Supabase).
- Developed marketplace-style integrations with third-party APIs including payment systems and eCommerce platforms.
- Implemented structured logging, monitoring, and error tracking for production reliability.
- Automated deployments using Docker and CI/CD pipelines (GitHub Actions).
- Developed React-based admin dashboards and configurable settings panels.

EDUCATION

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY
KIPS TECHNICAL COLLEGE

NAIROBI, KENYA

LANGUAGES

ENGLISH

KISWAHILI

ARABIC