**Stephen Biketi Siboe**

**IT Specialist/ Professional Writer/ SEM/SMM/ Translator/Virtual Assistant/ Customer Care Specialist**

**PROFESSIONAL PROFILE:**

Analytical and solutions-oriented Professional and Consultant with experience guiding teams through to improve work flow efficiency and save on corporate budgetary demands. Proven expertise improving business processes and breaking things down to simplify and resolve. Contribute strong project management, hands on technical acumen and business analysis skills to define business objectives and project scope.

**WORK EXPERIENCE:**

**Translator and Transcription**

I do translation on Swahili to English Language and Vice Versa. I also do transcription on the same. I have worked with different companies and individuals online who have been satisfied with my output.

**Online Professional Writer (January 2012 – Present) – Odesk Inc**

I have worked and gathered a lot of experience as a professional writer and SEO content creator. I have had an opportunity to work online for several international clients who have left me great feedbacks and recommendations for my good work. Please check the above link to evidence my experience. Some of the websites I have produced content for include:

Music and Entertainment - <http://everyoneloveshiphop.com> (Currently managing the blog)

Beauty Blogs- <http://www.lajames.com/index.php>

Web Hosting Blogs - <http://webhostinggeeks.com/>

Bathroom Blogs - <http://www.squarebathrooms.co.uk/>

Industrial Blogs - <http://www.billingtongroup.co.uk/>

Cleaning Blogs - <http://www.europeancleaningjournal.com/>

Backyard and Landscaping Blogs - <http://privatebackyards.com/>

Health supplements Blogs - <http://www.gynexin-review.org/>

Cleaning Blogs - <http://www.cannycleaning.com/>

Travel Blogs - <http://rentin-majorca.com/>

Technology Blogs - <http://readify.net/>

Dating Blogs - <http://www.singlesforum.biz/>

**Link Building Professional, Blog and forum Commenter**

I also have immense experience in Link Building and have worked with websites such as Link Authority - <http://www.linkauthority.com/> with extremely high quality ratings.

I am also working as a Forum expert on <http://manylink.de/> which is a network that allows users to create high quality backlinks and set up marketing strategies on target websites.

**Online Virtual Assistant (July 2002 – Present)**

- Data analysis/entry into Excel, Word or other programs

- Research using the Internet or other information databases

- Email management

- Other miscellaneous tasks that can be performed online

- Transcription

**Online Sales Lead Generator**

- Following up on sales leads by collecting and gathering information on prospective clients

- Sending marketing emails and introducing new products and programs to customers.

- Assisting in creation of sales copies and participating and learning any new campaigns and techniques that promote sales creation.

**Online Language Translator**

Translating content and video sources from one language to another. In this case specifically being translation from English to Swahili and vice versa.

**Social Media Marketing consultant**

Apart from writing am also experienced in SEM and SMM. I have worked in a couple of projects with different companies, organization and individuals. I have worked with the main social platform such as Twitter, Facebook, Pinterest and YouTube so as to gain more traffic and audience for your blog and website.

**Aren Software Ltd**

**Nairobi, Kenya**

**Customer Support Analyst (September 2008 – December 2010)**

-Incharge of the Company’s technical helpdesk by mainly providing phone support and occasionally onsite user support to Aren Payroll and Aren Register users.

Develop and prepare Aren Software packages, documentation, user training manuals and help files.

-Assessing client needs and requirements as well as facilitate, ensure successful installation, implementation and user training at client premises

-Carrying out Software demonstrations for prospective clients.

-Troubleshoot complex software, network and hardware problems via phone, email or onsite support.

-Carrying out system upgrades and ensuring effective communication with clients on software parameter changes.

-Testing new software modules and features to ensure the software is free of bugs.

-Follow up with clients to ensure issues reported earlier have been successfully resolved and the software is operating normally.

-Prioritize technical issues to be dealt with and seek suitable approaches of handling diverse technical scenarios.

-Perform daily routine updates of two Company websites.

-Assist in developing the company’s websites and designing new user interfaces.

-Maintaining and monitoring the Company’s website, Network, Hardware and Software to ensure all are working properly and solve any arising malfunctions.

-Assist in office administration including managing petty cash and preparation and submission of statutory returns.

**Saig Communications Limited**

**Nairobi, Kenya**

**Customer Support Officer– March 2007 – July 2008**

-Offering day to day IT customer support and carrying out of general administrative duties

-Project Management.

-Daily interaction with customers and processing customer requests.

-Perform routine IT support and installation of network and hardware equipments such as black boxes, PABX, routers and laptop network cards.

**EDUCATION:**

Catholic University of Eastern Africa

Nairobi, Kenya (October 2006 to February 2007)

**Degree:** *Bachelors of Science in Computer Science with Honors 2002 to*

*July 2006*.

Languages= English and Swahili