

PHILIP NDEI MURIUKI

ICT Management Professional | Technical Support & Systems Administration Specialist

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PROFESSIONAL SUMMARY

Having spent my time in the trenches of tech support, I've learned that the best IT solutions come from truly understanding the people using them. I'm looking to bring that human-centered technical support to a team that values both logic and empathy.

EDUCATION

Bachelor of Science in Information and Communication Technology Management

Maseno University, School of Computing and Informatics | 2019 - 2025

Relevant Coursework: Software Engineering, IT Project Management, Systems Analysis & Design, Network Security, Database Management Systems, Internet-Based Programming, Web Design & Publishing, **IT Service Support & Delivery**, Security in Applications, **Business Intelligence**, Quality Management Systems, Strategic Business Management

PROFESSIONAL CERTIFICATIONS

- **Cisco CyberOps Associate** - Network Security and Cryptography
 - **Cisco Essentials Course** - IT Hardware Support & Maintenance
 - **Motorola IoT Solutions Certification**
 - **Kenya Certificate of Secondary Education** - Aquinas High School (2015-2018)
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TECHNICAL SKILLS

Programming & Development

- **Languages:** Python, JavaScript, Visual Basic, PHP
- **Web Development:** HTML, CSS, JavaScript, PHP, Internet-Based Programming
- **Frameworks:** Object-Oriented Programming, Event-Driven Programming
- **Database:** MySQL, Database Design, SQL Query Optimization, DBMS Administration

IT Infrastructure & Support

- **Systems Administration:** Unix/Linux Fundamentals, Windows Server, Active Directory
- **Network Management:** Network Security, Network Assessment & Evaluation, Data Communications, Cisco Networking
- **Cybersecurity:** CyberOps, Network Security, Cryptography, Security in Applications

- **Hardware Support:** IT Hardware Troubleshooting, Device Maintenance, Digital Systems, Computer architecture
- **Service Delivery:** ITIL Framework, IT Service Support, Help Desk Operations, Incident Management, Resource Troubleshooting

Operating Systems & Tools

- **OS Proficiency:** Windows, Linux, Android
- **Administrative tools:** OS virtualisation, System recovery, Command prompt
- **Project Management:** IT Project Management, Agile Methodologies, Resource Planning
- **Business Applications:** Microsoft Office Suite, Office Applications Programming, Workflow Applications

Soft Skills

- Problem-Solving & Critical Thinking | Customer Service Excellence | **Effective Communication** | Technical Documentation | Team Collaboration | Adaptability | Time Management | Attention to Detail | Eagerness to learn | Conflict Resolution

PROFESSIONAL EXPERIENCE

ICT HELPDESK TECHNICIAN

Public Service Commission, Kenya | May 2023 - August 2023 Key

Responsibilities & Achievements:

- Provided technical support to system used by 200+ government employees across multiple departments, resolving hardware, software, and network connectivity issues with 92% first-call resolution rate
- Performed troubleshooting and maintenance of technological devices including desktops, laptops, printers, and networking equipment
- Assisted staff with technology-related tasks including software installations, system configurations, account management and training on new applications
- Maintained detailed incident logs and technical documentation using helpdesk ticketing systems, improving knowledge base and reducing repeat issues
- Supported critical government operations during peak periods, demonstrating ability to work under pressure and manage multiple priorities

Skills Demonstrated: Technical Support, Hardware Troubleshooting, Network Assessment, Customer Service, Documentation, Time Management, Government IT Operations

REFEREES

George Omwono lecturer, Maseno university (+254 721240172)

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