

Wisdom Kinoti
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Professional Summary

Results-driven IT professional with over three years of experience in technical support, system administration, and IT consulting. Skilled in troubleshooting, networking, cloud computing, and cybersecurity. Adept at managing IT infrastructure, ensuring system security, and delivering efficient IT solutions. Seeking to leverage my expertise in an IT Assistant role to support business operations effectively.

Education & Certifications

- **Diploma in Computer Science** – Specializing in Cybersecurity, System Administration, Cloud Computing, and Networking
 - **AWS re/Start Program** – AWS Cloud Computing
 - **Cisco Networking Academy** – Networking Basics, Ethical Hacking
 - **Introduction to Cybersecurity** – Cisco NetAcad
 - **Certificate in Computer Science** – Focused on foundation computer science principles.
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Technical Skills

- **Operating Systems:** Windows, Linux/Unix
 - **Networking:** LAN/WAN, TCP/IP, Firewalls, VPN
 - **Cloud Computing:** AWS, Virtualization, SaaS
 - **Tools Proficiency:** VirtualBox, Office365, Task Manager
 - **IT Support:** Troubleshooting hardware/software, Helpdesk operations
 - **System Administration:** Active Directory, User Management, Backup & Recovery
 - **Technical Support & Troubleshooting.**
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Professional Experience.

Freelance IT Technician.

Close the Gap, Ratna Square, Kenya.

- Provide comprehensive IT support, specializing in hardware diagnostics, software installations, and system optimization for various clients.
- Assist in network setup and configuration, including Wi-Fi connections and device management.
- Troubleshoot and resolve a wide range of technical issues to ensure smooth and efficient system performance.

IT Support Assistant.

RK Shah Pharmaceuticals Ltd, Mombasa, Kenya.

- Delivered end-user technical support, resolving software and network issues to maintain operational efficiency.
- Assisted with server maintenance, system upgrades, and ensuring data and system integrity across the organization.
- Coordinated with various teams to troubleshoot and resolve technical issues promptly, ensuring minimal downtime.

IT Attaché.

Kenya Power and Lighting Company, Mombasa, Kenya.

- Supported server administration and managed user accounts, permissions, and security protocols to maintain smooth IT operations.
- Diagnosed and resolved network issues, contributing to uninterrupted workflows across departments.
- Provided first-line IT support to internal users, addressing hardware and software issues and ensuring efficient problem resolution.

Soft Skills

- Strong problem-solving abilities
 - Excellent communication and teamwork
 - Adaptability in dynamic IT environments
 - Attention to detail and analytical mindset
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Projects.

Egghead Corporate Website Development

Ongoing

- Designed and prototyped a corporate website for an IT networking and consulting startup using **Wix** and **AWS Free Tier**.
- Ensured the website aligns with Egghead's brand identity, emphasizing scalability and a clean, tech-inspired design with a nerdy, cloud-based theme.
- Currently working on implementing **GitHub Pages** for hosting and scaling the website.

HTB Capture The Flag (CTF) Challenges

Ongoing

- Actively participating in **Hack The Box (HTB) CTF** challenges to enhance ethical hacking skills and improve proficiency in penetration testing and security assessment techniques.
- Working on various scenarios that simulate real-world vulnerabilities and exploitations, gaining practical experience in network security.

Additional Information.

- Languages: Fluent in English and Kiswahili
- Interests: Passionate about exploring new technologies, mentoring others, and staying active through sports.

References.

Eng. Albert Kadala. | albertkadala@gmail.com | 0721678119.

Mr. Peter Mbaine. | petermbaine@gmail.com | 0722478237.

Kevin Tui | Lecturer | Tharaka-Nithi University.