ALBERT RAY MUKIIRA.

Email: albertray132@gmail.com | Phone: +254 769377670 | Address: Mwiki, Nairobi, Kenya

LinkedIn profile: [(18) albert ray | LinkedIn](#)

Resume Summary

Motivated and detail-oriented IT professional with a Diploma in Information Communication Technology, along with certificates in cloud computing and cybersecurity. I have proven experience in technical support, software troubleshooting, and IT infrastructure management through a hands-on attachment and academic projects. I am skilled at configuring both Windows and Linux systems, managing user environments, and supporting the rollout of new technologies. Eager to contribute my technical expertise and strong work ethic to a dynamic IT team.

Skills and Certifications

Technical Skills

- ❖ Windows OS configuration.
- ❖ New product rollout.
- ❖ Laboratory skills.
- ❖ Software troubleshooting.
- ❖ Remote monitoring.

Soft Skills.

- ❖ Teamwork
- ❖ Communication skills
- ❖ Decision-making
- ❖ Problem-solving
- ❖ Adaptability
- ❖ Collaboration.

Professional Experience

Study Work Program

Pan Africa Christian University, Nairobi, Kenya | February 2024 – November 2024
- Repairing and covering books in bad condition.
- Maintaining the library environment, ensuring books are easy to locate.
- Recording books as assigned.
- Assisting in inventory management and tracking of books.
- Performing hardware and software installation.
- Adding and managing user policies in computers using the registry editor where needed.
- Performing any other related duties as assigned.

Intern ICT Technician

United States International University, Nairobi, Kenya | January 2023 – April 2023

- Installation, configuration, and troubleshooting of software applications.
- Installation and configuration of Windows and Linux operating systems.
- Monitoring and maintaining computer systems both manually and remotely.
- Troubleshooting system and network problems; solving hardware/software faults.
- Supporting the rollout of new applications.
- Undertaking networking roles such as cabling, switch, and router configurations.
- Participating in laboratory training and addressing other ICT-related problems.
- Setting up laboratories for lecturers and practical lessons.
- Assisting in supervising exams in classes and laboratories.
- Performing any other related duties as assigned.

Education

Certifications:

- ❖ Security Operations Centre (SOC)
- ❖ Endpoints and Systems
- ❖ Introduction to CISSP.
- ❖ Introduction to Cloud Computing
- ❖ Azure Fundamentals.

Diploma in Information Communication Technology
Pan Africa Christian University, Nairobi, Kenya | September 2021 – July 2023
GPA: 2.60/4.0

Kenya Certificate of Secondary Education
Weithaga Boys High School, Muranga, Kenya | May 2018 – April 2021
Grade: C-

Kenya Certificate of Primary Education
Nyawai Academy, Nairobi, Kenya | January 2013 – November 2016
Marks: 327/500

Referees

1. Moses Shiyuka.
   Institution: United States International University-Africa
   Position: IT Services Engineer
   Email: mshiyuka@usiu.ac.ke
   Phone: +254 730000059

2. Lawmann Josto.
   Position: System Administrator
   Organization: KCB Bank
   Email: Lawmann.josto86@gmail.com
   Phone: +254 758977840

3. Denis Mwaki Kinoti.
   Institution: Pan Africa Christian University
   Position: University Assistant Librarian
   Email: Denis.Kinoti@pacuniversity.ac.ke
   Phone: +254 720158412