

# MARK GITONGA

## CONTACT

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## Soft Skill

Communication

Teamwork

Problem-Solving

Time Management

Emotional Intelligence

Leadership

## Technical Skill

Network Designing & Administration

Penetration Testing

Cloud Networking and Security

Bash Scripting

Python Programming

Linux Commands

Report Writting

Software Installation and  
Configuration

## CERTIFICATIONS

Cloud and Network Security

Cisco Certified Network Associate  
(CCNA) Certification

Network Security

Google Cyber Security

Kenya Rollball Federation

I am a Dedicated technology enthusiast with experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

## Professional Experience

ICT Support Intern

September 2022 - December 2022

National Transport and Safety Authority, Nairobi, Kenya

While in National Transport and Safety Authority I undertook the following:

- Carrying out first level user support to staff.
- Offered Preventive maintenance of laptops and PCs in Headquarters.
- Provided first level support of network troubleshooting, on laptops, desktops and printers.
- Installation and configuration of software such as windows 10 and 11, Checkpoint Antivirus, Office 365, Fortinet VPN and Dynamic ERP.
- Assisted in creation and management of users in Kyocera printing management system.

## Education

Jan 2024 – August 2024

Cloud and Network Security, CyberShujaa, Nairobi Kenya.

Sep 2023 - Mar 2024

Cyber Security, Coursera Google, Nairobi Kenya.

Jan 2023 - Jul 2023

Cisco Certified Network Associate

Jomo Kenyatta University of Agriculture and Technology, Nairobi, Kenya.

Sep 2020 - Dec 2023

BSc Business Innovation and Technology Management

Jomo Kenyatta University of Agriculture and Technology, Nairobi, Kenya

Jan 2020 - Mar 2020

Computer Proficiency

ST. Theresa's Business & Technology Training Institute, Nyeri Kenya

Jan 2016 - Dec 2019

Kenya Certificate of Secondary Education Kirimara high school, Nyeri