👤 About Me

Tech-savvy IT Support Specialist with strong programming skills and a solid background in technical troubleshooting and network management. Skilled in coding, streamlining system performance, and minimizing downtime. Eager to apply programming expertise and technical know-how to drive innovation.

📇 Contact

📞 +254797074659

✉️ ianmwas896@gmail.com

in www.linkedin.com/in/ian-mwangi-147210227

🌐 https://anonshades.github.io/

⚙️ Skills

- Web Design
- IT Support
- Customer Service
- Hardware and Software maintenance
- Microsoft Office

🗚 Language

- English
- Swahili

🪐 Hobbies

- Gaming

Ian Muchiri Mwangi

Web Designer
IT Support

🎓 Education

(2022 -2024)
KIAMBU NATIONAL POLYTECHNIC
Diploma in ICT

💼 Experience

September 2022 - December 2022

IT SUPPORT INTERN
United States International University, Nairobi, Kenya

- Resolved hardware and software issues, reducing system downtime by 30% and improving overall user productivity.
- Collaborated with senior technicians to upgrade hardware components, increasing system performance by 25%.
- Led software installations, including operating systems (Windows, Linux) and Microsoft Office Suite, ensuring secure and efficient deployment.
- Communicated technical solutions clearly to end-users, receiving consistent positive feedback for excellent communication skills.

September 2023 - December 2023
TECHNICAL SKILLS SPECIALIST
CompNet Advisory Systems, Nairobi, Kenya

- Installed and optimized CCTV systems for clients, enhancing security and reducing incident response time by 20%.
- Conducted WIFI installations and configurations, improving network connectivity and client satisfaction.
- Managed cable routing, termination, and organization, leading to a 15% reduction in network downtime.
- Implemented preventive maintenance procedures, extending equipment lifespan by 18% and reducing service calls.