

MWITI ANTONY MUTWIRI

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Profile

A highly motivated and detail-oriented IT technician with a passion for technology and problem-solving. I am eager to apply my skills in technical support, troubleshooting, and network infrastructure maintenance in a dynamic organization, while contributing to team success and personal growth.

Core Skills

- **Technical Support:** Proficient in diagnosing and resolving hardware and software issues.
 - **Network Administration:** Experience with configuring routers, switches, and firewalls.
 - **Troubleshooting:** Skilled at efficiently identifying and resolving technical problems.
 - **Documentation:** Strong ability to create clear and concise technical documentation.
 - **Customer Service:** Excellent communication skills with a customer-focused approach.
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Education

Diploma in Information Technology

KCA University, Nairobi, Kenya

2022 – Expected Graduation: 29th November 2024

Technical Skills

- **Operating Systems:** Proficient with Windows OS, Linux, and Android.
 - **Programming Languages:** Knowledge of C, JavaScript (JS), HTML, and PHP.
 - **Hardware/Software:** Troubleshooting, assembly, and maintenance.
 - **Networking:** Experience in administering, setting up, and maintaining TCP/IP, DNS, and DHCP.
 - **Office Applications:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
 - **Soft Skills:**
 - Excellent time management and organizational skills
 - Quick learner with strong attention to detail
 - Strong communication and teamwork skills
 - Fluent in both written and verbal English and Swahili
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Experience

IT Attaché

State Department for Immigration and Citizen Registration (Nyayo House)

May 2024 – August 2024

- Provided technical support by troubleshooting hardware and software issues.
- Computer system upgrade, repair, maintenance & software installation.
- Assisted in setting up and maintaining network infrastructure.
- Contributed to creating and managing technical documentation for system processes.
- Trained new users on existing systems.

Volunteer IT Support

Ongata Rongai Subcounty Hospital

August 2024 – Present

- Providing IT support and troubleshooting for hospital staff.
 - Assisting with the maintenance and setup of network infrastructure and hardware systems.
 - Supporting documentation and providing user training where needed.
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Referees**Madam Lorna Nyamweya**

ICT Officer, State Department for Immigration and Citizen Registration

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Madam Ester

Ongata Rongai Subcounty Hospital

Phone: +254 722 300387