# BILLY GICHUGU MWANGI

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## SUMMARY

IT Engineer and Aspiring Backend Developer with hands-on experience in Python, Django, and PostgreSQL development, coupled with a strong background in IT support and systems administration. Proven ability to build scalable web applications, reduce system downtime by 15% through proactive maintenance, and improve AI model accuracy by 20%. Seeking a Backend Developer or DevOps role to leverage technical expertise in creating efficient and reliable systems.

## EDUCATION

BSc. Information Technology – Technical University of Mombasa | Aug 2024

Relevant Coursework: Database Systems, Software Engineering, Networking, Web Development

## WORK EXPERIENCE

**System Administrator Intern – XRX Technologies | Aug 2025 – Present**

- Administered Active Directory and Group Policy configurations for a domain of 50+ users, enhancing security compliance and access control
- Monitored server health and performance metrics, proactively identifying potential issues to prevent system interruptions
- Executed routine system backups and disaster recovery protocols, ensuring data integrity and business continuity

**IT Engineer Intern – XRX Technologies | Feb 2025 – Aug 2025**

- Delivered IT support to 50+ end-users, resolving 95% of issues within SLA timelines, significantly improving staff productivity
- Performed preventive maintenance on hardware and software, reducing system-wide downtime by 15% and extending asset lifespans
- Automated software update deployments across all workstations, enhancing security and reducing manual workload by 5 hours per week

**AI Trainer – Pareto | Jan 2024 – Apr 2024**

- Led the fine-tuning process for a large language model (LLM), developing training datasets that increased model accuracy by 12%
- Evaluated AI-generated outputs against quality benchmarks to ensure system reliability, relevance, and alignment with project goals

**AI Trainer – Remotask | Jun 2022 – Feb 2024**

- Annotated and labeled over 10,000 data points for machine learning models, contributing to a 20% improvement in AI model accuracy
- Audited and corrected errors in AI output data, significantly improving the reliability and trustworthiness of training datasets

**Data Entry & Graphic Design Intern – Memon College | Oct 2024 – Dec 2024**

- Processed academic data in Excel/Google Sheets with 100% accuracy
- Designed educational materials with Canva & Illustrator, improving content quality
- Trained staff on customized software features, enhancing efficiency

**Industrial Attachment – Kenya Ports Authority | Jan 2023 – Mar 2023**

- Installed and configured SAP clients and Office 365 for multiple departments
- Set up networks, troubleshot connectivity, and improved stability
- Performed secure backups and cloud data migrations

## PROJECTS

- E-commerce Agrovet Website (Django, PostgreSQL) – Built a full-stack platform for managing inventory, orders, and transactions.

- IoT Cattle Management System (Django, SQLite, IoT Sensors) – Developed a livestock health monitoring solution with IoT alerts & visualization.

- Counselling Management System (Django Backend, React Frontend) – Designed a secure platform with authentication, scheduling, and real-time chat.

- Tech Tribe Education App (ALX Group Project) | 2025 – Co-led development of an education app for remote learning, focusing on Agile project management.

- Sales Management System (Django, SQLite) – Developed sales tracking with automated reports and stock management.

## CERTIFICATIONS

• Veeam Sales & Technical Sales Professional | 2025

• Python Essentials – Cisco Networking Academy | 2024

• ALX Pro Dev – Backend Development (In Progress) | 2025

## TECHNICAL SKILLS

• Backend Development: Python, Django, Django REST Framework, PostgreSQL, MySQL, SQLite, APIs

• Server & Systems Administration: Active Directory, Group Policy, Domain Management, Linux/Unix, Microsoft Exchange

• DevOps & Tools: Docker, Kubernetes, Git, GitHub, CI/CD Pipelines, npm, Webpack

• Cloud & Virtualization: AWS (EC2, S3), Azure, Oracle VirtualBox

• Methodologies: Agile/Scrum, Project Management

## SOFT SKILLS

• Problem-Solving

• Adaptability

• Team Collaboration

• Critical Thinking

• Time Management