Tyron Ouma   Curriculum Vitae

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Professional Summary

Motivated and detail-oriented Computer Technology undergraduate with hands-on experience in IT support, system monitoring and administration, cloud computing and backend development.

Familiar with Microsoft 365, OneDrive, SharePoint, Windows 10, and basic Linux (Ubuntu) environments. Passionate about providing end-user support, optimizing system performance, and contributing to digital skills training initiatives. Demonstrated ability to troubleshoot hardware/software issues, assist in user support, and document technical resolutions. Eager to learn, adaptable, and committed to delivering high-quality technical support in fast-paced environments.

Technical Skills

IT Support & Troubleshooting:

- End-user assistance, software installation, hardware setup.
- Windows 10 and basic Linux (Ubuntu) support.

System Monitoring & Admin:

- Basic server checks, daily performance monitoring, account and permission management.
- Cloud backup processes using Microsoft 365, OneDrive, and SharePoint.

Database Management:

- Understanding of MySQL and MongoDB.

Cloud Services:

- Microsoft Azure Certifications (basic deployment and services).

Programming:

- Node.js, Express, JavaScript. (MERN Stack).
- HTML, CSS, JavaScript, PHP (Basic), PHP-MVC concepts. Familiar with the CodeIgniter framework.

Version Control:

- Git and GitHub.

Tools:

- Visual Studio Code, Postman, XAMPP.

Soft skills

Strong verbal and written communication.

Ability to explain technical concepts to non-technical users.

Positive attitude, attention to detail, and eager to learn.

Education

Jomo Kenyatta University of Agriculture and Technology (JKUAT)
Bachelor of Science in Computer Technology
Sept 2021 – May 2025

Professional Experience

ICT Attaché – Ministry of Education, DHE
June 2024 – Sept 2024
Roles:

- Provided first-level IT support, troubleshooting hardware and software issues for staff.
- Assisted with workstation setup and performed basic network diagnostics.
- Documented help desk tickets and ensured timely resolution and escalation.
- Participated in routine system maintenance and basic security checks.
- Supported routine cloud backup processes and assisted in data management tasks.

Leadership & Digital Training

Demonstrated ability to support digital training initiatives and explain technical concepts clearly.

Capable of conveying technical concepts to non-technical users and team members.

References

Mr. John Wainaina – Jomo Kenyatta University of Agriculture and Technology. Phone: +254722332855

Mrs. Veronicah Kamunyu – Ministry of Education. Phone: +254793891844