


# BRAMUEL WESONGA

## IT Graduate | ICT Support • Network • AI • Cloud & Security Technologies

Proactive and results-driven BSc. Information Technology graduate with hands-on experience in ICT service support, networking and system administration through roles at Kenya Revenue Authority, ICT Authority and Kenya Institute of Surveying and Mapping. Skilled in troubleshooting, network design and user support with certifications and trainings in CCNA, Huawei Datacom and Cloud Computing. Passionate about leveraging technology to enhance efficiency, security and digital transformation.

---

### CONTACTS

 0705512551

 [wesongabramuel8@gmail.com](mailto:wesongabramuel8@gmail.com) / [mariddimbramuel@gmail.com](mailto:mariddimbramuel@gmail.com)

 [www.linkedin.com/in/BWesonga](https://www.linkedin.com/in/BWesonga)

**Portfolio** <https://bramuelwesonga.github.io/MY-PORTFOLIO/>

---

### EDUCATION BACKGROUND

**Bachelor of Science in Information Technology** – Zetech University  
2020–2023 | Second Class Upper Division

**Kenya Certificate of Secondary Education** – Butula Boys High School  
2016–2019 | Grade: B-

---

### EXPERIENCE

#### 1. KENYA REVENUE AUTHORITY

#### ICT AUTHORITY SPECIAL PROJECT ASSIGNMENT

**ROLE:** ICT SERVICE SUPPORT ICTA INTERN

**DURATION:** 14<sup>TH</sup> FEB 2025 TO CURRENT

#### Key Responsibilities:

##### 1. Technical Support & Troubleshooting:

- Provide first-line support for IT-related issues (hardware, software, network).
- Troubleshoot and resolve system, network, or user problems.
- Log and track incidents using IT service management tools.

##### 2. Systems Maintenance:

- Monitor and maintain computer systems and networks.
- Assist in installation and configuration of hardware and software.
- Ensure system performance and security updates are applied timely.

##### 3. User Support:

- Assist users in using ICT tools and applications efficiently.
- Offer training or guidance to KRA staff on ICT systems and best practices.

##### 4. Network Administration Support:

- Provide support in managing LAN/WAN, internet, and intranet connectivity.
- Help with troubleshooting connectivity and access issues.

## **5. Asset Management:**

- Maintain ICT asset records (hardware/software inventory).
- Assist in lifecycle management of IT assets (procurement, setup, disposal).

## **6. Documentation and Reporting:**

- Document all issues, fixes, and support processes.
- Generate reports on system usage, performance, and incidents.

## **7. Compliance and Security:**

- Support implementation of ICT policies and standards.
- Help in enforcing cybersecurity practices across departments

## **8. Service Desk Support:**

- Respond to IT service requests within agreed Service Level Agreements (SLAs).
  - Escalate complex technical issues to higher-level support teams.
- 

## **2. ICT AUTHORITY**

### **PRESIDENTIAL DIGITAL ENT PROGRAMME INTERN,**

**POSTED TO:** STATE DEPARTMENT OF EAST AFRICAN COMMUNITY

**ROLE:** ICT OFFICER, INTERN

**DURATION:** 18<sup>TH</sup> DEC 2023 TO 30<sup>TH</sup> NOVEMBER 2024

#### **Key Responsibilities:**

- Network design and implementation: Configured and installed routers, switches, firewalls, and VPNs to enhance infrastructure.
  - Network monitoring and maintenance: Monitored performance and managed servers and hardware for reliability.
  - Troubleshooting and problem resolution: Diagnosed and resolved connectivity and performance issues.
  - Security management: Implemented endpoints, encryption, and updated security protocols to protect data.
  - Backup and disaster recovery: Managed system backups and recovery processes.
  - Documentation and reporting: Maintained network documentation and generated performance reports.
  - Compliance and best practices: Ensured adherence to policies, regulations, and cybersecurity best practices.
  - User training and support: Provided training on network access and troubleshooting to attaches.
  - Vendor and resource management: Assisted in Coordination with vendors and service providers for procurement and upgrades.
  - Assisted in Development of East African Community Management information System
- 

## **3. KENYA INSTITUTE OF SURVEYING AND MAPPING**

**ROLE:** ICT OFFICER (Cloud, Network & Security),

**ATTACHEE**

**22<sup>ND</sup> MAY-22<sup>ND</sup> AUGUST 2023:**

- ✓ Implemented CCTV surveillance system (design & deployment).
- ✓ Provided technical support for staff/students (software & troubleshooting).
- ✓ Monitored and managed network performance and security.
- ✓ Administered lecturer marks entry system for accuracy and efficiency.
- ✓ Enforced cybersecurity measures (antivirus, firewalls, patch updates).
- ✓ Monitored user activity and applied access control policies.

## **TECHNICAL SKILLS AND ABILITIES**

- Network administration: knowledgeable about configuring switches and routers, setting up LANs and WANs, and maintaining network security
  - Technical Support: Skilled at troubleshooting hardware, software, and network problems both remotely and on-site
  - Operating Systems: knowledgeable about setting up, configuring, and maintaining Linux and Windows environments.
  - Network Security: Able to deploy intrusion detection systems, maintain firewalls, and set up virtual private networks (VPNs).
  - Cloud Computing: Familiar with virtualization and cloud platforms.
  - Hardware Setup & Maintenance: Able to put together, care for, and fix desktop computers, printers, and accessories.
  - Web and Software Development: Python backend scripting and HTML, CSS, and JavaScript front-end development.
  - Soft Skills: Strong analytical thinking, teamwork, problem-solving, and communication
- 

## **AWARDS AND ACHIEVEMENTS**

- Completed CCNA(Cisco Certified Network Associate) Training
  - Huawei Datacom (Switching and Routing)
  - IBM certification in cloud computing.
  - Technical Support Certificate(Coursera)
  - Data Protection training at Strathmore University
  - Oracle Cloud Infrastructure Associate.
  - Get Connected Cisco Certificate(Cisco)
  - Completed Cybersecurity and Emerging Technologies Awareness Training by Selenium and Cybershujaa.
  - Participated in PowerLearn Project Bootcamps
  - Participated in Africa connected Summit and East-Africa Sub-Regional Forum in AI
  - Completed JavaScript Web development Bootcamp at Emobilis
  - Completed Network Traffic Analysis in Hack the Box
- 

## **REFEREE**

PAUL KIBIRA.  
DEPUTY DIRECTOR ICT.  
STATE DEPARTMENT OF EAST AFRICAN COMMUNITY.  
0720459291  
[kibirarureri@gmail.com](mailto:kibirarureri@gmail.com)

GWEN.M WASWA  
ASSISTANT DIRECTOR CAPACITY DEVELOPMENT.  
ICT AUTHORITY.  
0722485180.  
[gwen.waswa@ict.go.ke](mailto:gwen.waswa@ict.go.ke)

ELJOY KAWIRA.  
ICT SERVICE SUPPORT OFFICER.  
KENYA REVENUE AUTHORITY.  
0716146316.  
[Eljoy.Muthee@kra.go.ke](mailto:Eljoy.Muthee@kra.go.ke)