

Joseph Chafutwa

☎ 0711622928

✉ joseph.chafutwa@example.com

🌐 Nairobi, Kenya

💻 GitHub: github.com/Chafutwa

💡 Career Objective

Motivated and hands-on IT and Software Development student with practical experience in IT support, system configuration, data handling, and network troubleshooting. Passionate about leveraging data analytics, process automation, and technology solutions to improve operational efficiency. Seeking to contribute to transformation initiatives through this internship as a critical step toward graduation and future career development.

🎓 Education

BSc. Software Development

KCA University – Nairobi, Kenya

Expected Graduation: December 2025

Relevant Courses: Operating Systems, Network Administration, Computer Hardware, IT Support, Cybersecurity, Python Programming, Data Science

✂ Technical Skills

Data & Analytics: Python (Pandas, NumPy), Power BI (visualizations & dashboards), SQL, Google Analytics

Automation Tools: Power Automate, Power Apps (basic familiarity), Excel Automation (macros, formulas)

Operating Systems: Windows 10/11, Ubuntu

Software Deployment: Office 365, Antivirus Tools, Company-Specific Software

Networking & Support: LAN/WAN setup, TCP/IP, DNS/DHCP, IT Troubleshooting

Tools: Git, PowerShell, CMD, Trello, VirtualBox, Active Directory

Web Dev (Basic): HTML, CSS, JavaScript, Flask, Django (familiar), Laravel (familiar)

Databases: MySQL, MongoDB

Experience

Cybercafé Technician & IT Support – *Intech Cyber Café*

April 2019 – September 2022

- Provided first-line IT support; diagnosed and resolved common hardware/software issues.
- Installed and configured Windows and Linux systems on public and staff PCs.
- Set up and maintained a small network infrastructure (LAN, internet routers, firewalls).
- Supported customers with email setups, online tools, and cloud platforms (e.g., Google Drive, Outlook).
- Educated clients on basic cybersecurity and safe online habits to reduce risks.
- Documented maintenance tasks and improved operational efficiency by standardizing processes.

Volunteer IT Assistant – *Open Arms International*

December 2017 – September 2018

- Configured laptops for staff use, installed essential software, and created user accounts.
- Maintained and updated an inventory list of all computing devices.
- Performed data backups and secure erasure of outdated systems.
- Provided IT literacy training and mentorship to children and staff.
- Assisted in digital record-keeping and logistics during medical outreach events.

Projects

Diet Recommendation System

- Built a recommendation model using Python (Scikit-learn, Pandas, NumPy) to suggest custom diet plans based on user input data.

Automated IT Support Docs

- Created step-by-step documentation for basic troubleshooting, PC setup, and printer configuration to reduce helpdesk dependency.

CRM Demo Project (Learning Phase)

- Set up a mock CRM system to simulate contact and sales record management with basic reporting features (ongoing learning project).

Achievements

- Awarded Certificate of Appreciation for impactful volunteering and IT support at Open Arms International.
- Recognized at Intech Cyber Café for consistently improving client satisfaction and system uptime.

Soft Skills

- ✓ Strong attention to detail
- ✓ Analytical thinker with a problem-solving mindset
- ✓ Fast learner and adaptable to new tech
- ✓ Excellent collaboration and communication skills
- ✓ Strong work ethic and self-motivated

Referees

John Otieno Nanga

Supervisor, Intech Cyber Café

☎ +254 728 852 423 | ✉ intechcybercafe@gmail.com

Rachel White Gallagher

Coordinator, Open Arms International

✉ hi@standby.me