PERSONAL DETAILS

- **Name:** DELIIC MUGAMBI WAMBETI
- **Nationality:** Kenyan
- **Phone no. :** 0745391846 | 0719828794
- **Email:** deliicmugambi@gmail.com

PERSONAL STATEMENT

Certified Google IT Support Specialist with a Degree in Business Information Technology, complemented by industry-recognized certifications including **CCNA**, **HCIA Cloud Services**, and **HCIA AI**. Skilled in technical support, network administration, and troubleshooting, with a proven ability to resolve high volumes of user issues efficiently. Strong analytical, problem-solving, and communication skills. I am eager to contribute my technical expertise and proactive approach to advancing organizational goals while enhancing IT operations and delivering innovative ICT services.

EDUCATION

Murang'a University of Technology   **Sept 2019-Sept 2023**

- **Major:** Degree in Business Information Technology (Second Class Upper division)
- **IT Coursework:** Algorithms & Data structures, Operating systems, IT support, Networking, Web Development, Cloud Computing.
- **Business Coursework:** Business Law, Economics, Marketing, Accounting, Human Resources Management, Entrepreneurship.

St Alphonse Mixed Day Secondary   **Jan 2015-Nov 2018**

- **Mean Grade:** C+ (PLUS)

EMPLOYMENT

State Department for Cabinet Affairs   **ICT Intern**   **Current**

- Managed Zoom webinar configuration, breakout rooms, and live tech support
- Maintaining shared drives and cloud storage (Google drive, OneDrive)
- Helped in deployment of CloudStrike security solution in all endpoints
- Assisting in documentation of ICT-related assets and inventories
- Assisting in the troubleshooting of network connectivity issues
- Providing technical support and troubleshooting to end users' computers
- Installing software and drivers updates on computers.
- Setting up new workstations, ensuring proper connectivity and functionality.
- Setting up, troubleshooting connectivity issues and maintenance of printers.
- Providing technical support for digital systems like IFMIS and internet banking

WRA (Tana Basin Area)   **ICT Intern**   **Jun 2022-Sept 2022**
- Designing basic communication materials (Posters, Email banners)
- Provided technical support to staff, troubleshooting software and hardware issues.
- Collaborated with development team to address customer and staff feedbacks and implement improvements to their permitting database system.

- Helped ICT team in training staff how to use their new permitting database system.
- Troubleshooted and resolved network connectivity issues, ensuring optimal network performance and better user experience.
- Created a python script to fetch lab results from their lab management system and integrate them into reports saving time and minimizing errors.
- Collaborated in creating a real-time water level management system that collected data, analyzed it and triggered results for further actions.

SKILLS

- **IT Support:** Hardware/software troubleshooting, basic networking
- **Collaboration Tools:** Google Workspace, MS Office 365, Zoom, Teams
- **Network Administration**: LAN/WAN, Cisco routers and switches
- **Operating Systems**: Windows Server, Windows 11, Linux
- **Security**: Firewall configuration, VPN setup, basic protocols
- **Tools**: Active Directory, Remote Desktop, cloud-based services

CERTIFICATIONS

- HCIA Cloud Services
- HCIA AI
- CCNA
- Certified Google IT support Specialist
- Ajira Digital Program

REFERENCES

Available upon request.