

Denis Mwanzia Munyoki

+254110433220 | denismwanzia56@gmail.com | [LinkedIn Profile](#) | [GitHub Profile](#)

ICT INTERN

Networking | Programming | System Administration

Enthusiastic and detail-oriented ICT graduate with hands-on experience in network setup, programming and system maintenance. Adept at leveraging technology to optimize organizational processes and resolve technical challenges. Skilled in troubleshooting, database management, and securing IT infrastructure. Eager to apply skills and gain practical experience in a dynamic organization.

WORK EXPERIENCE

Tabasamu Fiber Networks Limited – *Nairobi, Kenya*

[May 2023 – August 2023]

Network Technician Intern

Provided technical support and implemented IT solutions to enhance network reliability.

- Installed and configured WAN/LAN for our business client, improving uptime by 15%.
- Resolved over 50+ network and connectivity issues, ensuring smooth operation.
- Conducted routine system maintenance reducing downtime by 10%.
- Assisted in setting up FTTH for residential clients, enhancing connection quality.

Projects

Sentiment analysis of customer reviews for effective recommendation of products

Final Year Project – May 2023 – August 2023

- Designed and developed sentiment analysis model to classify customer reviews with 90% accuracy using naive bayes.
- Developed model based collaborative filtering system to recommend products based on customer preferences.
- Successfully integrated the sentiment analysis and recommendation system to an e-commerce system, enhancing personalised shopping experience.
- Improved customer satisfaction metrics by providing tailored product suggestions.

EDUCATION

Kabarak University - Nakuru, Kenya

Bachelor of science in Information Technology – May 2018 – December 2023

- Second Class Upper Division
- Relevant Coursework: Networking, IT security, audit and ethics, Database Management and Software Development

PROFESSIONAL SKILLS

- FTTH, LAN/WAN installation and troubleshooting.
- Programming: Python, C, C++, JavaScript, HTML and CSS
- Database Management: MYSQL and Oracle
- Cyber security Basis: Firewall and encryption Protocols
- Cloud Technologies: AWS

REFERENCES

- MR. MICHAEL JAMHURI
Assistant Group Leader, Network Technicians
Tabasamu Fiber Networks Limited
jamhurimichael25@gmail.com
+254706601848