

DJIBRIL GATHONI

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## PROFILE SUMMARY

Recent BBIT graduate with a Cisco Ethical Hacking certificate and practical experience delivering reliable IT support to 50+ users during a 4-month attachment at Kenya Tea Packers Ltd. Achieved high first-contact resolution rates while maintaining 100% uptime for critical systems. Skilled in network troubleshooting, vulnerability scanning, and ethical hacking techniques, with a proven ability to resolve issues quickly and enhance operational efficiency.

Passionate about blending IT operations, networking, system administration, and cybersecurity to drive efficiency, reliability, and security across critical systems. Ready to deliver measurable results as a junior IT professional in any entry-level role.

## EXPERIENCE

Kenya Tea Packers Ltd (KETEPA) – Kericho

IT Attache | May 2024 – Aug 2024

- Provided end-to-end IT support to 30+ users, resolving hardware, software, network, and account issues with a 92% first-contact resolution rate and average ticket closure within 4 hours, minimizing downtime and boosting productivity.
- Managed Active Directory for 15+ users, handling onboarding/offboarding, group policy implementation, access controls, and password resets, reducing unauthorized access incidents and streamlining user provisioning.
- Maintained corporate LAN, Wi-Fi, switches, and IP configurations, troubleshooting connectivity issues and ensuring 99.9% network uptime across multiple departments.
- Executed routine system updates, patch management, and endpoint protection scans across 25+ devices, achieving 100% compliance with security policies and reducing vulnerability exposure.

## **EDUCATION**

Bachelor of Business Information Technology (BBIT)

South Eastern Kenya University (SEKU) – October 2025

Cisco Ethical Hacking Certification – Cyber Shujaa Program

USIU-Africa – May 2025 – Aug 2025

## **TECHNICAL SKILLS**

- Networking  
TCP/IP, DNS/DHCP configuration, subnetting, VLANs, routing fundamentals, switch/Wi-Fi troubleshooting, basic firewall rules
- System Administration  
Windows 10/11 & Server, Linux (Debian/Kali), Active Directory (user/GPO/OU management), endpoint management
- IT Support & Operations  
Hardware/software troubleshooting, ticketing systems, software installation, driver updates, peripheral support, basic ERP/application troubleshooting, system maintenance/backups/patches

## **PROJECTS**

Hack The Box CTF Challenges

- Successfully compromised 10+ machines (including Fawn via FTP enumeration and privilege escalation), capturing flags and documenting step-by-step methodologies on LinkedIn, demonstrating practical penetration testing skills.

Cyber Shujaa Labs

- Analyzed network traffic with Wireshark to detect anomalies and reconstruct sessions.
- Performed vulnerability scans using Nessus, identifying and prioritizing 10+ vulnerabilities in simulated environments.
- Practiced Active Directory attacks and defenses, successfully mitigating common exploits in lab scenarios.

## **CERTIFICATIONS**

Certified Ethical Hacker (CEH) – August 2025

