

# Joel H. Mwangala Masinde

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## PROFESSIONAL SUMMARY

IT Support Specialist with over four years of experience providing technical support, troubleshooting, and IT infrastructure management. Certified in Google IT Support with expertise in network troubleshooting, system administration, hardware and software maintenance, and user training. Passionate about optimizing IT systems to enhance productivity and security. Proven ability to collaborate with cross-functional teams to develop and implement effective IT solutions.

## PROFESSIONAL EXPERIENCE

### IT Support Specialist | LIFE Ministry Kenya – Jesus Film Project (Aug 2021 – Present)

- Provided first-level technical support, resolving hardware and software issues for end-users.
- Managed IT inventory, ensuring proper tracking, maintenance, and compliance.
- Conducted network troubleshooting to enhance connectivity and system performance.
- Trained end-users on IT best practices, security policies, and system usage.
- Assisted in IT policy development and process improvements.

### IT Consultant & Field Representative

- Assisted in the rollout of a web application across multiple regions in Africa - there was a need for technical support and smooth adoption.
- Configured, diagnosed, and managed IT equipment for field operations.
- Performed quality control checks on IT assets to ensure optimal performance.

## TECHNICAL SKILLS

- IT Support & Troubleshooting (Hardware & Software) - Faced with frequent hardware and software issues affecting productivity, I took charge of diagnosing and resolving technical problems for end-users.
- Network Monitoring & Connectivity Troubleshooting
- System Administration & IT Asset Management
- Windows & Linux Operating Systems
- Cloud Computing & Virtual Machines
- Help Desk Support & Ticket Management
- Scripting: Python, JavaScript, HTML & CSS
- Best Practices & IT Compliance

## CERTIFICATIONS AND EDUCATION

- Google IT Support Professional Certificate (Sept 2023)
- Bachelor's Degree in Environmental Planning and Management, Pwani University (2013 – 2017)
- Master's Degree in Business Administration (Strategic Management) [Ongoing], Africa International University

## ADDITIONAL EXPERIENCE & LEADERSHIP

- Software Engineering Bootcamp (ALX) – 9 Months: Strengthened coding, cloud computing, and problem-solving skills.
- Business Development & CRM Experience: Lead generation, outreach, and customer engagement.
- Music & Team Leadership: Team leader for a music initiative.

## REFEREES

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