

Elvis Wanyonyi Khaoya

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PROFESSIONAL SUMMARY

Detail-oriented, customer-focused IT Support Technician and cybersecurity enthusiast with experience in troubleshooting hardware, software, and network issues across multiple platforms. Skilled in system administration, user support, and cybersecurity best practices. Adept at delivering technical solutions that improve system reliability and user productivity. Strong communication skills and a passion for problem-solving in fast-paced environments.

SKILLS

- IT Infrastructure Support
 - System Stability & Uptime Optimization
 - Hardware & Software Troubleshooting
 - Network Administration (LAN, Wi-Fi, TCP/IP)
 - Endpoint Management & Device Configuration
 - Data Backup & Recovery Procedures
 - Cybersecurity & Antivirus Management
 - Active Directory & Microsoft 365 Administration
 - IT Asset & Inventory Management
 - Incident Logging & Documentation
 - System Monitoring & Preventive Maintenance
 - User Support & Technical Assistance
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EXPERIENCE

IT intern

Avenue Group

June 2025 — Dec 2025, Nairobi, Kenya

- Provided first-line IT support to 50+ users, resolving 95% of hardware, network, and system issues within SLA timelines.
- Installed, configured, and maintained desktops, laptops, printers, and enterprise applications to ensure operational continuity.
- Maintained LAN and Wi-Fi connectivity, troubleshooting TCP/IP and printer network issues to minimize downtime.
- Administered user accounts and permissions in Active Directory and Microsoft 365 to ensure secure system access.
- Performed routine system updates, patch management, and antivirus monitoring, strengthening endpoint security compliance.
- Supported internal systems to ensure uninterrupted data flow and system responsiveness.

- Assisted in routine data backups and verified backup integrity to prevent data loss.
- Maintained inventory records for 200+ IT assets, improving equipment tracking accuracy by 25%.
- Documented incidents, resolutions, and system configurations to maintain service reliability and audit readiness.

IT intern

County Government of Nyeri

January 2024 — April 2024, Nyeri, Kenya

- Troubleshoot hardware, application, and connectivity issues, maintaining 99% system availability across departments.
- Installed and configured operating systems, office applications, and network printers.
- Conducted preventive maintenance and system health checks to improve infrastructure reliability.
- Supported database and internal system updates to ensure accurate data capture and uninterrupted workflows.
- Assisted in maintaining cybersecurity practices including secure credential handling and antivirus updates.
- Maintained detailed service logs and technical documentation for operational tracking.

CERTIFICATES

- Networking Devices and Initial Configuration - Cisco Networking Academy
- Introduction to Cybersecurity - Cisco Networking Academy
- Network Support and Security - Cisco Networking Academy
- Ethical Hacker - Cisco Networking Academy
- IT Fundamentals - IBM SkillsBuild
- Cloud Computing Fundamentals - IBM SkillsBuild

PROJECTS

Phishing Awareness Demo

Flask-based web app that educates users on identifying phishing emails through interactive analysis.

Incident response chatbot

AI-powered chatbot that simulates real-world cybersecurity incident response scenarios.

EDUCATION

Bachelor of Science in Computer Science

St Paul's University Limuru • Second Class Upper Division • 2021-2024

Diploma in Computer Science

St Paul's University Limuru • Credit • 2020-2021

KCSE

St Luke's Boys High School • C (plain) • 2016-2019

REFERENCES

Available upon request.