

ELVIS WANYONYI KHAOYA

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Profile

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.

Experience

IT INTERN| AVENUE GROUP| JUNE 2025 –DECEMBER 2025

- Resolved hardware, software, and network issues across departments, minimizing downtime. Installed of hardware, software and also setup devices for example printers, scanners.
- Set up and configured computers, software, VPNs, and user accounts for new staff.
- Managed IT asset inventory, including devices, licenses, and assignments.
- Maintained and troubleshoot hardware and software including printers.
- Performed regular network scans with NMAP and other tools for security auditing and service detection.
- Provided cybersecurity awareness training to staff to prevent social engineering attacks.
- Used Active Directory to add, delete, and manage users for authentication and access control.
- Delivered remote helpdesk support using Remote Desktop tools to staff across multiple branches.
- Assisted the system Admin to monitor and maintain network infrastructure also including CCTV cameras across the branches ensuring minimal downtime.
- Supported the various branches within/or near Nairobi with technical IT issues ensuring smooth operations eg Rongai, Garden City, Town clinic, Kikuyu, Embakasi, Junction mall etc
- Assisted in cloud computing and virtualization deployment and operations
- Collaborated with the Head of cybersecurity in network scanning vulnerability scanning and penetration testing to fix Avenue healthcare website vulnerabilities and ensure the networks and systems were secure.

IT INTERN| COUNTY GOVERNMENT OF NYERI| JANUARY 2024–MARCH 2024

- Provided technical support to staff across departments ensuring minimal downtime.
- Installed, configured, and maintained computer systems, printers, and peripherals.
- Assisted in the rollout and maintenance of government applications and systems.
- Monitored network performance and conducted routine maintenance for reliability.
- Delivered user training on IT tools, cybersecurity awareness, and troubleshooting.
- Supported IT policy and security protocol implementation in line with standards.
- Documented technical issues and solutions to improve service delivery.

Education

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

- St. Paul's university
- May 2021 – November 2024
- Second class honors (upper division)

DIPLOMA IN COMPUTER SCIENCE

- St. Paul's university
- January 2020 – November 2021
- Credit

KCSE

- St. Luke's boys high school
- 2016-2019
- C (plain)

Skills & Abilities

- IT Support & Troubleshooting (Level 1 & Level 2)
- Incident & Service Desk Management
- System Administration & User Access Management
- Active Directory & User Account Provisioning
- Hardware & Software Installation
- Network Monitoring (LAN/Wi-Fi, VPN)
- Backup & Recovery Management
- Cybersecurity & Patch Management
- IT Asset & Inventory Management
- IT Documentation & Reporting
- IT Procurement & Vendor Coordination
- Cloud & Mobile Technology Support
- Scripting & Programming (Python, Bash – basic proficiency)

Certifications

- [Networking Devices and Initial Configuration – Cisco Networking Academy](#)
- [Introduction to Cybersecurity – Cisco Networking Academy](#)
- [Network Support and Security – Cisco Networking Academy](#)
- [IT Fundamentals – IBM SkillsBuild](#)
- [Ethical Hacker-- Cisco Networking Academy](#)
- [Cloud computing Fundamentals-- IBM SkillsBuild](#)

References

Available upon request.