

Erick Chege Gathemba

A dedicated and technically proficient IT professional with a strong foundation in networking, system support, and troubleshooting. Equipped with practical knowledge in web-based programming languages such as HTML, CSS, JavaScript, and React.js, I bring a hands-on approach to problem-solving and a passion for continuous learning. I am seeking an IT support role where I can apply my technical skills, contribute to the smooth operation of IT systems, and grow within a forward-thinking organization.



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Work experience

Turi Secondary School

5th March 2024 -
Current

ICT support role and Computer Tutor

- Provided comprehensive ICT support at Turi Secondary School, ensuring the smooth operation of all technological resources.
- Delivered personalized computer tutoring sessions to students, enhancing their understanding and proficiency in various software applications.
- Managed and maintained computer lab, ensuring all equipment was functional and up-to-date.
- Assisted in the implementation of new educational technologies, improving the overall learning experience for students.
- Collaborated with teachers to integrate technology into the curriculum, supporting innovative teaching methods.
- Troubleshoot and resolved technical issues promptly, minimizing downtime and maintaining a productive educational environment.
- Conducted workshops and training sessions for staff, increasing their confidence and competence in using ICT tools.
- Developed user-friendly guides and resources to assist students and staff in navigating computer systems effectively.

Pioneer Insurance Company

March-July 2023

Pioneer Insurance Company - IT Intern:

- Worked at Pioneer Insurance Company, contributing to various projects and initiatives.
- Collaborated with team members to enhance operational efficiency and customer service.
- Engaged in client interactions to understand their needs and provide tailored solutions.
- Supported the sales team in achieving targets by providing detailed product knowledge and assistance.
- Participated in training sessions to stay updated on industry trends and regulatory changes.
- Maintained accurate records and documentation to ensure compliance with company standards.
- Demonstrated strong problem-solving skills in addressing customer inquiries and resolving issues.

Education

Machakos University

2019 - 2024

Bachelor of Science in Information Technology

- Focused on networking, system administration, software development, and databasemanagement.
- Key Projects: Edu Mashinani App an online learning platform that aid at prioritizing the marginalized communities.
- Relevant Coursework: Network Design, System Security, Web Development, Database Systems, Software Engineering

Naivasha High School

2014 - 2018

High School Certificate

- Achieved strong academic performance with a focus on mathematics and computer studies.

Coursera

2022 - 2024

Online Course: Introduction to Cybersecurity

- Gained foundational knowledge in cybersecurity principles, threat analysis, and riskmanagement strategies, enhancing my ability to protect IT systems and networks.

Languages

- **English:** Full professional proficiency
- **Swahili:** Full professional proficiency

General Skills

- **Problem Solving:** Adept at diagnosing and resolving IT-related issues, minimizing downtime, and optimizing system performance.
- **User Support:** Experience in providing top-tier technical support to users, addressing software, hardware, and networking queries with a customer-centric approach.
- **Communication & Teaching:** Ability to explain complex technical concepts in clear language to non-technical users, including students.
- **Self-Driven:** Highly motivated and proactive, consistently taking initiative to drive projects and tasks to completion without requiring supervision.
- **IT Consultancy:** Delivered strategic IT consulting services, aligning technology solutions with organizational goals and improving operational efficiency.

Technical Skills

- **Networking:** Proficient in setting up, managing, and troubleshooting LAN/WAN networks, routers, and switches.
- **System Support & Maintenance:** Expertise in maintaining and troubleshooting operating systems (Windows, macOS, Linux) and ensuring data backup and security.
- **Programming Languages:** Skilled in HTML, CSS, JavaScript, with growing proficiency in the React.js framework for front-end development.
- **Hardware & Software:** Strong knowledge of installing, configuring, and maintaining both hardware components and software applications.
- **Web Development:** Experience in building, maintaining, and optimizing websites using modern web technologies and ensuring responsive designs.
- **Security & Data Protection:** Implemented solutions for data backups, recovery plans, and security protocols to safeguard IT infrastructure.

Hobbies & Interests

- **Tech Exploration:** Passionate about exploring emerging technologies and staying updated on the latest trends in IT, web development, and cybersecurity.
- **Coding & Development:** Enjoy working on personal coding projects, experimenting with new frameworks, and contributing to open-source communities.
- **Teaching & Mentorship:** Committed to sharing knowledge by tutoring and mentoring students or peers in programming and IT concepts.
- **Outdoor Activities:** Enthusiast of hiking and nature walks, finding inspiration in the outdoors to balance creativity and problem-solving.
- **Gaming:** Enjoy playing strategy-based video games that foster critical thinking, teamwork, and problem-solving skills.

References

- **Supervisor at Pioneer Insurance Company,** +254722307997
- **HOD IT Machakos University,** +254727211203