ERICK CHEGE GATHEMBA

IT Support Specialist • Full-Stack Developer • AI-Assisted Developer

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PROFESSIONAL SUMMARY

IT Support Specialist and Full-Stack Developer with hands-on experience in technical support, system administration, networking, and modern web/mobile development. Skilled in maintaining ICT infrastructure, resolving technical issues, and building end-to-end applications using React, Node.js, MySQL, Supabase, and REST APIs. Proficient in AI-assisted development, leveraging prompt engineering to accelerate coding, debugging, UI/UX generation, backend logic creation, and system design. Known for delivering complete working applications efficiently and independently.

Career Goal: To grow into a lead full-stack developer and IT systems expert delivering scalable digital solutions.

Key Strengths:

- Strong problem-solving ability in both IT support and development

- Fast learner capable of building full-stack solutions independently

- Effective use of AI to enhance productivity and code quality

- Reliable, self-driven, and adaptable in dynamic environments

WORK EXPERIENCE

Turi Secondary School

Mar 2024 - Present

ICT Support Technician & Computer Studies Tutor

- Diagnose and resolve 20–30 diverse technical issues weekly across hardware, software, and network systems, boosting system uptime by 15% and minimizing operational disruptions for over 500 users.

- Maintain ICT infrastructure including routers, switches, Wi-Fi networks, printers, computer labs, and smart classroom equipment across 20+ rooms.

- Support Microsoft 365 services, email systems, backups, and device configurations for 50+ staff and 500+ students.

- Deliver practical ICT lessons and hands-on digital skills training, enhancing student proficiency.

- Assist in deploying new digital systems and improving technology workflows at the school.

- Develop guides and self-help resources used by staff and students to navigate ICT tools.

Pioneer Insurance Company

Mar 2023 - Jul 2023

IT Support Intern

- Provided IT support across departments, troubleshooting workstations, networks, and peripherals for 100+ employees.

- Supported day-to-day ICT operations, helping maintain stable and secure systems.

- Participated in ERP support tasks and data-related activities requiring accuracy and confidentiality.

- Documented IT processes and contributed to improving internal support workflows.

EDUCATION

Machakos University

Jan 2024

(2019–2024)

Bachelor of Science in Information Technology

Naivasha High School

Jan 2018

(2014–2018)

High School Certificate

CERTIFICATIONS

Introduction to Cybersecurity

Coursera

SKILLS

Core Skills: Technical Support & Helpdesk, System & Network Administration (Windows, Linux, LAN/WAN, DHCP, DNS), Microsoft 365, Active Directory, ICT Infrastructure Maintenance, API Development & Integration

Software Development: React.js, JavaScript, HTML, CSS, Node.js, Express, MySQL, Supabase, PostgreSQL, REST APIs, M-Pesa Daraja API

AI & Productivity Tools: ChatGPT, GitHub Copilot, Claude, Replit AI, AI-assisted coding, debugging, API generation, UI creation

Deployment & Tools: Git/GitHub, Render, Supabase Hosting, Firebase Hosting, VS Code, Figma, XAMPP

Soft Skills: Problem-solving, communication, adaptability, team collaboration, self-driven

LANGUAGES

English (Professional Proficiency), Swahili (Professional Proficiency)

PROJECTS

ChamaKe – Group Savings & Welfare Management App

- A full-stack platform enabling groups to manage contributions, payouts, reports, and member roles.

- Tech: React.js, Node.js, MySQL

- Impact: Automates record-keeping and improves transparency for local chamas.

Huduma360ke – ServiceHub Platform (Ongoing)

- A service marketplace connecting users to providers, featuring bookings, dashboards, and service listings.

- Tech: React.js, Node.js, Express, MySQL

- Impact: Simplifies access to local services and boosts provider visibility.

Edu Mashinani Dashboard

- A dashboard supporting an education platform targeting marginalized learners.

- Tech: React.js, Firebase

- Impact: Streamlines content management and access to learning materials.

Food Ordering App

- Mobile-first food ordering system with menu browsing, cart, and secure M-Pesa payment integration.

- Tech: React, Node.js, MySQL, M-Pesa Daraja API

- Impact: Enables restaurants to digitize ordering and checkout processes.

Aminika Insurance App & Website (Live)

- A complete insurance management system with products, claims center, FAQs, quotes, and email communication.

- Tech: React, Supabase, PostgreSQL, Web3Forms

- Impact: Supports a real insurance startup by digitizing customer engagement and onboarding.

PCEA Youth Church App

- Event and announcement app for a church youth group, built mobile-first.

- Tech: React.js

- Impact: Centralizes communication and improves event coordination.

REFERENCES

Available on request.