

Contact

(+254)724773694

gakuruaalexgicimo@gmail.com

Nakuru, Kenya

linkedin.com/in/alexgakuru

github.com/GakuruAlex

Education

(Dec 2021)

BSc in Computer Science,

KARATINA UNIVERSITY

– KARATINA, KENYA

Key Skills

Python

English and Kiswahili

Web technologies

PyTest

Problem solving

Profile

Computer Scientist with expertise in ICT support, software development, and cybersecurity. Experienced in web technologies, networking, system administration, and IT infrastructure management across healthcare, education, and corporate environments. Certified in Microsoft Identity and Compliance Solutions Fundamentals (SC-900), with ongoing Azure Developer training (AZ-204) to deepen cloud application development expertise. Proficient in Python, web development, and cybersecurity best practices. Passionate about leveraging technology to foster inclusive education and digital transformation.

Professional Experience

ICT OFFICER

STATE DEPARTMENT FOR BASIC EDUCATION

Naivasha, Kenya

JUNE 2024

– May 2025

- Trained teachers from 30 primary schools on how to use NetSupport in teaching.
- Conducted **50+** in-classroom support sessions for teachers on technology integration.
- Achieved a **90%** teacher satisfaction rate for in-classroom technology support.
- Provided direct support to **100%** of schools participating in the Digital Literacy Programme in the region.
- Trained **50 teachers** on best practices for safe and ethical technology use.
- Resolved **over 100** first-line ICT support requests for staff.

ICT OFFICER

NAIVASHA SUB-COUNTY REFERRAL HOSPITAL

Naivasha, Kenya

JUN 2017

– AUG 2019

- Successfully installed and configured **50+ new hardware devices** (e.g., computers, printers, projectors) across various departments annually.
- Completed software rollouts to **20+ users within 2 hours** of request.
- Ensured **99% uptime** for all CCTV recording and monitoring systems through proactive maintenance.
- Resolved an average of **15 software-related issues per week** for end-users.

Certification

(Feb 2023)

Software Engineering

Moringa School

(Feb 2024)

Python Essentials 1

Cisco Networking Academy

(July 2024)

Introduction to Cybersecurity

Cisco Networking Academy

(July 2024)

Network Support and Security

Cisco Networking Academy

(May 2025)

Microsoft Identity and Compliance Solutions.

Microsoft African Development Centre and CyberShujaa

(May 2025)

Career Essentials in Cybersecurity

LinkedIn and Microsoft

(May 2025)

Career Essentials in Software Development

LinkedIn and Microsoft

(May 2025)

Foundational C# with Microsoft Developer Certification

Microsoft

ICT OFFICER

CYNTEQ TECHNOLOGIES – Nairobi, Kenya

JUN 2015

– AUG 2017

- Maintained **99.9% network uptime** for critical business operations.
- Oversaw the installation of **10 new CCTV cameras**, expanding surveillance coverage by **25%**.
- Maintained an average hardware setup time of **under 30 minutes per workstation**.

Voluntary

ICT OFFICER

JAN 2022 - SEP 2023

DEPARTMENT OF HEALTH SERVICES- Naivasha, Kenya

- Maintained an electronic ledger of **over 50,000 Covid-19 vaccination records**.
- Ensured **all vaccination records were updated within 2 hours** of vaccination administration.
- Conducted **5 training sessions** for new eCHIS users, impacting **over 100 Community health Promoters**.
- Provided direct support for **100+ eCHIS user queries** and technical issues monthly.