Gerald Shikwe

xtiangerald147@gmail.com

Summary

I am a highly motivated Computer Science professional with a strong foundation in software development, particularly in PHP, Python, JavaScript, HTML, and CSS. Additionally, I have solid experience in IT support, providing technical assistance, troubleshooting hardware and software issues, and ensuring efficient system operations.

Experience

IT Support intern   May 2024 - Present

Aga Khan Hospital

- **Technical Support**:
  - Diagnosed and resolved hardware and software issues for hospital staff.
  - Set up, configured, and maintained desktops, laptops, and printers.
  - Managed IT support tickets to ensure timely issue resolution.
- **Network Administration**:
  - Monitored network performance for reliability and security.
  - Assisted in troubleshooting network connectivity issues.
- **System Maintenance**:
  - Performed routine updates and maintenance on hospital IT systems.
  - Ensured data backup procedures were followed and verified.
- **User Training**:
  - Provided basic IT training and support to staff for efficient use of hospital systems and applications.

IT Consultant   Jun 2023 - Feb 2024

Delta Airlines

As an external IT support specialist for Delta Airlines, I ensure seamless IT operations by providing timely
technical assistance and guidance. My focus is on resolving issues promptly and optimizing technology
resources to support business operations efficiently. Some of my responsibilities were:

Troubleshooting and Issue Resolution: Diagnose and troubleshoot IT problems, identify root causes, and
implement effective solutions to minimize downtime and disruption to business activities.

Hardware and Software Procurement: Assist in the procurement of hardware and software assets,
including evaluating vendors, recommending products, and coordinating the purchasing process to meet
the organizations

Education

Bachelor of Science - B.Sc, Computer science.   2020 – 2024

The Catholic University of Eastern Africa
Second Class Lower

Secondary School   2016 – 2019

MURURIA BOYS HIGH SCHOOL

Skills

PHP, JavaScript, Figma, Html and css, Graphics and design, IT Support, Python programming, Ui/ux design

Hobbies

Chess
Board games
Music
Listening to podcasts

Portfolio

geraldshikwe.vercel.app

Social Pages

Linkedin
https://www.linkedin.com/in/gerald-shikwe-7ba47623b/

Twitter
https://x.com/GeraldShikwe

Website
geraldshikwe.vercel.app