GLADWELL NDUTA

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PROFILE SUMMARY

Results-driven ICT professional with hands-on experience in networking, hardware and software support, and web development. Proficient in configuring routers, troubleshooting ICT issues, and managing helpdesk operations. Passionate about leveraging technology to enhance efficiency, with a strong background in problem-solving, strategic planning, and customer support.

WORK EXPERIENCE

KALRO – ICT Attachée | July 2024- October 2024

- Configured routers and network devices to enhance connectivity.
- Managed the ICT helpdesk, resolving technical issues efficiently.
- Designed and deployed a data collection questionnaire using KoboToolbox.
- Assisted in troubleshooting software and hardware issues.
- Installed and configured MS Office and Windows operating systems.
- Contributed to the development of a website for the KALRO resource center.

Mamba Technologies – ICT Intern | November 2023- December 2023

- Drafted over 50 website proposals for self-help groups in Kenya.
- Conducted website responsiveness analysis and provided recommendations.
- Managed and monitored social media accounts for various organizations.
- Created logo designs and branding materials for corporate clients.
- Completed a LinkedIn course on profile optimization for business growth.

Resource Desk Volunteer – The Joshua Generation Trust | January 2023-Present

- Manage and oversee published materials at the church resource desk, ensuring accessibility and organization.
- Create digital advertisements, including videos, posters, and GIFs, to promote church teachings.
- Develop engaging content summarizing key takeaways from sermons and forums to enhance audience engagement.
- Leverage design tools like Canva to produce visually appealing promotional material

EDUCATION&CERTIFICATION

THE TECHNICAL UNIVERSITY OF KENYA
(October 2021-Present)

Diploma in Business Information Technology

- I have successfully completed all coursework and look forward to graduating in December 2025

ALX
(May 2024-June 2024)

AI Career Essentials(AICE)

- Completed

POWER LEARN PROJECT(PLP) AFRICA

(February 2025-Present)

Software Engineering

- Advancing my knowledge in coding and Database Management

SKILLS AND INTERESTS

Technical Skills

- Hardware & Network Support (Router Configuration, Ethernet Setup)
- ICT Helpdesk Management
- Web Development (HTML, CSS, JavaScript)
- Software Installation & Troubleshooting (Windows OS, MS Office)
- Networking Tools (Ubiquiti)
- Canva, CapCut

Professional Skills

- User Support & IT Training
- Website Responsiveness Analysis
- Branding & Digital Content Creation
- Research & Strategic Planning
- Customer Service & Communication
- Documentation & Report Writing

Soft Skills

- Problem-Solving & Analytical Thinking
- Leadership & Teamwork
- Adaptability & Willingness to Learn
- Attention to Detail
- Time Management
- Proactive & Self-Motivated

REFRENCES

- Available Upon Request