

# Isaac Mutua

IT Specialist/Data Analyst

00518 Kayole  
Nairobi, 00100  
+254714560246  
isaacmbuvi084@gmail.com

## SUMMARY

Highly motivated and detail-oriented Information Technology graduate with a Bachelor's Degree in IT and recent practical experience as an ICT Officer Assistant at Makueni Innovation And Tech Hub during attachment. Proven ability to provide comprehensive technical support, maintain ICT infrastructure, and troubleshoot hardware and software issues. Seeking to leverage my skills and knowledge to contribute to the efficient operation of ICT services at Kenyatta National Hospital as an Information Communication and Technology Assistant.

## EXPERIENCE

### Makueni County Gov't, Wote- Makueni — ICT Assistant(Attachment)

May, 2023 - August, 2023

Provided first and second-level technical support to department staff, resolving hardware and software issues efficiently.

Assisted in the installation, configuration, and maintenance of computer hardware, printers, and network devices.

Conducted troubleshooting and diagnostics on computer systems using diagnostic software.

Maintained accurate records of support requests, resolutions, and inventory.

Contributed to the monitoring and performance of LAN/WAN connectivity.

### Kitui Training & Technical College — ICT Support(Attachment)

May, 2022 - August 2022

Conducted troubleshooting and diagnostics on computer systems using diagnostic software.

Assisted in the installation, configuration, and maintenance of computer hardware, printers, and network devices.

## EDUCATION

Meru University, Meru-BSc. IT

## SKILLS

Data Analysis

Web Design

S/Hardware Maintenance

Research/Project Management

Networking

ICT Support

## ACHIEVEMENTS

Group leader in a 3rd-year group project at Meru University of Science and Technology (Nov 2021- March 2022).

1st Industrial Attachment year three -Kitui Technical College (May 2022-July 2022).

2nd industrial attachment year four-Gov't of Makueni county Tech & Innovation Center(May, 2023 – August, 2023)

## LANGUAGES

English, Swahili

## REFEREES

Dr. Mwenda Gichuru  
COD of Information Technology-Meru University  
[jgichuru@must.ac.ke](mailto:jgichuru@must.ac.ke)  
0721-296403

**June,2019-October 2023**  
**Second Class Honours-Lower Division**

## **PROJECTS**

### **Online clearance System— Graduating students**

Main objective was to ease graduates' clearance process from various departments through online services and allow students to monitor clearance process status.

**Mr. Ndolo**  
**Kitui Technical college-ICT**  
**director**  
**[ndolo@gmail.com](mailto:ndolo@gmail.com)**  
**0723438174**

**Mrs. Mutinda**  
**ICT Officer(Business**  
**development support-Makueni**  
**Tech & Innovation Hub)**  
**0728416544**

**MR. Eric Mekala**  
**Bob Grogan Consulting Ltd**  
**[ericmekala254@gmail.com](mailto:ericmekala254@gmail.com)**  
**0705007531**