

ISAAC SIKO ZACHARY

P.O. Box 00521-00100. Embakasi, Nairobi, Kenya.

Phone No: +254759325915, +254101029951 E-mail: isaaczachary18@gmail.com

LinkedIn profile name: <https://www.linkedin.com/in/isaaczachary/>

PROFILE

Dynamic and results-oriented graduate in software development, equipped with proficient skills in documentation, system implementation, web design, financial accounting, CCTV configuration and client/server network administration. A fast learner with a proactive mindset, I am both a collaborative team player and an effective leader. Passionate about pursuing a career in software-related fields, I aim to make significant contributions via innovative research.

Skills and Competencies: Research | Financial Accounting | Internet of Things | Volunteering | Entrepreneurship | Helpdesk | Creative Design | Sales and Service Delivery | Documentation | Web Design | Network Administration | CCTV Security | Configuration | Installation and Customization

PROFESSIONAL EXPERIENCE

Internet Customer Technical Support

Feb 2024 - Present

First Basics Technologies, Nairobi, Kenya.

- Assisting clients with connectivity issues, router configurations, and service inquiries.
- Monitor network performance, identifying and escalating issues affecting service delivery.
- Creative designs and web management.

IT Support | Entrepreneur

Feb 2022- Nov 2023

Humble Crib Investment, Nairobi, Kenya.

- Providing IT related solutions and implementing software in the business
- Installation and configuration of operating systems (Windows/Linux) and other productive software
- Supporting online services such as e-citizen, KRA ITAX, NTSA TIMS, TSC, HELB, and D-PAY
- Training computer packages: anatomy of computers, mailing, and networking using Microsoft Office Suite
- Sales and service delivery, financial accounting, inventory management, decision making, and managing enterprise project

Sales | Operations Executive

Aug 2021- Jan 2022

Mabrin Enterprise Limited, Nairobi, Kenya.

- Managing daily sales transactions and employing cloud-based financial accounting using Google Sheets
- Ensuring good client relations and efficient service delivery
- Network security and CCTV management

Entrepreneur | Client Support

Jan 2021- Jul 2021

JAK All Time Tech, Nairobi, Kenya.

- Customer relations, sales, inventory management, and digital accounts management
- Providing IT support for e-citizen, KRA ITAX, NTSA TIMS, TSC, BRS, and HELB □ Designing resumes, business cards, posters, research, and documentation

INDUSTRIAL ATTACHMENT

Defense Forces Technical College, Nairobi, Kenya.

May 2023 - Aug 2023

IT/Software Support and Network Administration Intern

- General IT support, software installation/customization, Network administration, advanced troubleshooting, and active participation in research activities.

Project Title: IT Workshop Computer Maintenance System in Laravel

<https://github.com/IsaacZachary/IT-Workshop-Computer-Maintenance.git>

EDUCATION

KCA University, Nairobi, Kenya.

2023

Bachelor of Science (B.Sc.) in Software Development

Final Grade: Second Class Honors

Upper Division

- Class representative, Student Association of KCA University (SAKU)

Project Title: Jua's Enterprise Online Management System in PHP

<https://github.com/IsaacZachary/Online-Management-System.git>

Mwongori High School, Sotik, Kenya.

2018

Kenya Certificate of Secondary Education (KCSE)

Final Grade: (59 Points)

B -

Embakasi Garrison Primary School, Nairobi, Kenya.

2014

Kenya Certificate of Primary Education (KCPE)

Final Grade: (333 Marks)

B -

OTHER TRAININGS

Power Learn Project (PLP).

Feb 2024 - May 2024

Software Development Program

- Equipped with skills in Python Django, Web Technologies, Database Management, Soft Skills and the confidence to build impactful projects like TechCare Africa.

<https://github.com/IsaacZachary/TechCareAfrica.git>

GES Telecommunications Company, Nairobi, Kenya.

Jan 2019 - Feb 2020

- Trained in CCTV installation, automated machine integration, networking, electric fence installation, and programming

HOBBIES AND INTERESTS

- Research
- Creative art designs

- Gaming
- Photography & Music

REFEREES

Dr. Tinega Haron
Lecturer, KCA University.
htinega@kcau.ac.ke
+254 718 622 709

Mr. Samson Asimeto
Senior Instructor, DEFTEC.
asimetoengineering@gmail.com
+254 724 302 212

Mr. Boniface Ogoro
Manager, Humble Crib Investment.
ogoro5874@gmail.com
+1 (201) 744-4406