

ISAAC SIKO ZACHARY

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PERSONAL PROFILE

Results-driven IT Support and Security Systems Technician with **4+ years** of professional experience specializing in **CCTV systems, IT support, network administration, client/server configurations, and customer service support**. Strong troubleshooting, documentation, and integration skills. Adept at providing solutions in high-pressure environments with a commitment to teamwork, project delivery, and service excellence.

CORE SKILLS & TECHNICAL COMPETENCIES

- **IT Support:** Software/Hardware Setup | OS Installation (Windows/Linux) | LAN/WAN Networking | Documentation
 - **CCTV Systems:** Installation | Configuration | Monitoring | Maintenance | Troubleshooting | Layout & Quotation Design
 - **Network Administration:** Router Configuration | IP Addressing | Remote Access | Device Integration
 - **Helpdesk & Client Support:** Ticketing Systems | Remote Assistance | Customer Service
 - **Tools & Tech:** Microsoft Office Suite, Windows/Linux OS, Laravel, PHP, Python (Django), Git, MySQL, Networking Tools
 - **Creative Skills:** Vibe Coding (Cursor Ai | Lovable Ai) | Web Design | Graphic Design | Research | Technical Documentation
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PROFESSIONAL EXPERIENCE

Internet Customer Technical Support

First Basics Technologies Ltd, Nairobi, Kenya

Feb 2024 – Present

- Configuring routers, resolving internet connectivity issues, and escalating service faults.
- Website content management (WordPress | Canva) and creative digital updates.
- Monitoring surveillance systems; escalating network performance issues.
- Managing client onboarding, CRM updates, ticket resolution, and customer support.

Learner Support Volunteer (Remote)

Power Learn Project Academy (PLP)

Mar 2025 – Present

- Assisting with technical support tickets, project code reviews, and mentorship.

IT Support Technician | Entrepreneur

Humble Crib Investment, Nairobi, Kenya

Feb 2022 – Nov 2023

- Provided IT solutions including software deployment, system maintenance, Service delivery and IT consulting.
- Installed, configured, and maintained CCTV surveillance systems.
- Trained clients on basic computer use, performed inventory and financial management.
- Installation and configuration of operating systems (Windows/Linux) and other productive software

Sales and Operations Executive

Mabrin Enterprise Ltd, Nairobi, Kenya

Aug 2021 – Jan 2022

- Handled daily sales and service delivery using cloud-based financial tracking (Google Sheets).
- Ensuring good client relations and efficient service delivery
- Network security and CCTV management

Entrepreneur | Client Support Consultant

JAK All Time Tech, Nairobi, Kenya

Jan 2021 – Jul 2021

- Provided IT client support, managed digital business services and IT systems maintenance.
- Handled installations and ICT service registrations (e-citizen, KRA iTax, NTSA)
- Designing resumes, business cards, posters, research, and technical documentations
- Led tech equipment procurement and maintenance support.

Technical Assistant – CCTV & Network Solutions

GES Telecommunications Ltd, Nairobi, Kenya

Jan 2019 – Feb 2020

- Installed and configured CCTV surveillance systems for various clients.
- Integrated automated electric fences, access control, and IP monitoring systems.
- Conducted system troubleshooting, preventive maintenance, ensuring 99.9% system uptime and user training on installation and troubleshooting.
- Assisted in programming and calibration of automated security machines

INDUSTRIAL ATTACHMENT

IT/Software Support and Network Administration Intern

Defense Forces Technical College, Nairobi, Kenya

May 2023 – Aug 2023

- Involved in general IT support, CRUD App development, server administration, troubleshooting, and research.
 - **Project:** [IT Workshop Computer Maintenance System \(Laravel\)](#)
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EDUCATION BACKGROUND

Power Learn Project Academy (PLP)

Software Development Program

Feb 2024 – May 2024

- Python Django, Web Technologies, Database Management, Soft Skills.
- **Volunteer Role (Mar 2025 – Present):** Support Desk | Ticket Addressing | Code Review

KCA University, Nairobi, Kenya

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

Graduated 2023

- Second Class Honors (Upper Division)
- Class Representative, Student Association of KCA University (SAKU)
- **Project:** [Jua's Enterprise Online Management System \(PHP\)](#)

Mwongori High School, Sotik, Kenya

Kenya Certificate of Secondary Education (KCSE)

Graduated 2018

- **Mean Grade:** B- (59 Points)
- Best subjects: Mathematics (B+), English (B), Business Studies (B)
- Bell Ringer (Student Leadership Role) from Form 2 to Form 3.

Embakasi Garrison Primary School, Nairobi, Kenya

Kenya Certificate of Primary Education (KCPE)

Graduated 2014

- **Marks:** 333 B-
- Best subjects: English (A-) Mathematics (B), Social Studies & Religious Education (B)

HOBBIES AND INTERESTS

- Research and Innovation
- Creative Art and Design
- Gaming
- Photography and Music

REFERENCES

Mr. Micah Gesimba

Technical Manager, SSL Security Ltd

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Mr. Samson Asimeto

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