

# ISAAC SIKO ZACHARY

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

Phone No: +254759325915, +254101029951 E-mail: [isaaczachary18@gmail.com](mailto:isaaczachary18@gmail.com)

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

Website: <https://izach.netlify.app/>

## PERSONAL PROFILE

Results-driven IT support and surveillance systems personnel with professional experience, particularly in CCTV configuration, installation, and monitoring, helpdesk support, network administration, and system integration. Proficient in handling a wide range of ICT issues and security technologies. A strong communicator and team player with a passion for delivering high-standard solutions in dynamic environments.

## CORE SKILLS & TECHNICAL COMPETENCIES

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

## PROFESSIONAL EXPERIENCE

### **Internet Customer Technical Support**

**Jan 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.
- Monitoring and configuring surveillance systems.

### **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
- Installed, maintained, and monitored CCTV systems
- Training basic computer packages
- 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
- Delivered IT and digital services including e-service registrations and technical consultations.
- Designing resumes, business cards, posters, research, and documentation
- Led tech equipment procurement and maintenance support.

**Technical Assistant (CCTV & Network Solutions)**  
**GES Telecommunications Company, Nairobi, Kenya** **Jan 2019 – Feb 2020**  

- Installed and configured CCTV surveillance systems for residential, commercial, and government clients.
- Integrated automated systems such as electric fences, access control, and IP-based monitoring.
- Conducted preventive maintenance and repairs, ensuring 99.9% system uptime.
- Offered hands-on training to junior staff on installation and troubleshooting.
- Assisted in programming and calibration of automated security machines.

### **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 BACKGROUND**

**Power Learn Project (PLP) Academy.** **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>

**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 -*

## **HOBBIES AND INTERESTS**

- Research
- Creative art designs
- Gaming
- Photography & Music

## **REFERENCES**

### **Mr. Micah Gesimba**

Technical Manager, SSL Security Ltd

☎ +254 725 028 203

✉ [mikegesimba1@gmail.com](mailto:mikegesimba1@gmail.com)

### **Dr. Tinega Haron**

Lecturer, KCA University

☎ +254 718 622 709

✉ [htinega@kcau.ac.ke](mailto:htinega@kcau.ac.ke)

### **Mr. Samson Asimeto**

Senior Instructor, DEFTEC

☎ +254 724 302 212

✉ [asimetoengineering@gmail.com](mailto:asimetoengineering@gmail.com)

### **Mr. Boniface Ogoro**

Manager, Humble Crib Investment

☎ +1 (201) 744-4406

✉ [ogoro5874@gmail.com](mailto:ogoro5874@gmail.com)

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