

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/>

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
JAK All Time Tech, Nairobi, Kenya.

Jan 2021- Jul 2021

- 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.
IT/Software Support and Network Administration Intern

May 2023 - Aug 2023

- 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

Dr. Tinega Haron

Lecturer, KCA University

☎ +254 718 622 709

✉ htinega@kcau.ac.ke

Mr. Samson Asimeto

Senior Instructor, DEFTEC

☎ +254 724 302 212

✉ asimetoengineering@gmail.com

Mr. Boniface Ogoro

Manager, Humble Crib Investment

☎ +1 (201) 744-4406

✉ ogoro5874@gmail.com
