

Joyce Nyambura

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📍 Nakuru, Kenya

PROFESSIONAL SUMMARY

Dedicated IT Professional with expertise in IT support, web development, and networking. Skilled in ethical hacking (penetration testing), cybersecurity best practices, and cloud services (AWS). Proficient in Windows/Linux environments, Python programming, web development, and database management. Strong problem-solver with proven ability to deliver secure, efficient, and user-focused IT solutions.

SKILLS AND COMPETENCIES

- **Core Competencies:**

- **Programming Languages:** Python, PHP, JavaScript, HTML5, CSS3, SQL;
- **OS & Productivity:** Windows Server/Desktop, Linux distributions, Google Workspace;
- **Cloud Technologies:** Amazon Web Services (AWS);
- **Security:** vulnerability assessment, penetration testing
- **Database Management:** SQL Server, MySQL, Database administration and optimization;
- **Computer Networks:** Network troubleshooting, Wireshark analysis, Nmap, monitoring and evaluation, Cybersecurity protocols;
- **Web Development:** Full-stack development, Responsive design, Version control (Git/GitHub);
- **IT Support:** Hardware/software Troubleshooting, Remote support, System maintenance, Technical support;
- **Soft Skills:** Problem-solving, critical thinking, Project management, attention to detail, team collaboration, Customer service and communication, decision making skills

PROFESSIONAL EXPERIENCE

ICT (Attachment)

May 2023 – Aug 2023

MG Innovation Hub

Nakuru, Kenya

- Managed and updated company website, ensuring optimal performance and user experience.
- Created compelling marketing designs using Canva, supporting brand communication initiatives.
- Successfully enhanced team collaboration and development workflow through cross-functional teamwork, contributing to improved project delivery timelines.
- Gained proficiency in version control systems (Git/GitHub) and Python programming.
- Contributed to web development best practices and skill development initiatives.

Part-time IT Assistant

2019 – 2023

Wayforward Systems

Nakuru, Kenya

- Managed office IT operations and administrative systems efficiently over 4+ years while pursuing academic studies.
- Provided comprehensive technical support for printer maintenance and network troubleshooting, contributing to improved system reliability and user satisfaction.
- Utilized advanced Excel features for data management, analysis, and reporting.

- Enhanced organizational communication through creative design projects using CorelDRAW and Canva for internal and external communications.
- Delivered prompt responses to user service requests with effective problem resolution through proactive troubleshooting.
- Maintained system documentation and user support protocols.

EDUCATION

Bachelor of Business Information Technology	2020 – 2024
<i>St Paul's University</i>	Limuru, Kenya
Kenya Certificate of Secondary Education (KCSE)	2016 – 2019
<i>Anestar Girls' High School</i>	Nakuru, Kenya

CERTIFICATIONS

Ethical Hacker, CISCO	Aug 2025
Google IT Support Professional Certificate, Coursera	Feb 2025
Introduction to Cybersecurity, CISCO	Jan 2025
AWS Cloud Practitioner, Amazon Web Services	Dec 2024
Web Development, Africa Centre for Women, Information and Communication Technology	Oct 2023

PROJECTS

Laundry Management System

- Developed a management system using PHP, HTML, CSS, and XAMPP (MySQL) to handle customer orders, billing, and tracking.
- Integrated reporting with export options to PDF, DOC, and CSV, ensuring accurate and professional record-keeping.
- Automated receipt generation, reducing manual workload and improving efficiency.

Cyber Website

- Built a website using HTML, CSS for a local business owner to showcase services such as printing, graphic design, and online services (email setup, KRA).
- Designed responsive layouts for accessibility and optimized navigation for customer engagement.
- Applied SEO techniques to improve visibility and attract more clients online.

Portfolio Website

- Created a personal portfolio using HTML, CSS, and JavaScript to present academic background, certifications, and projects.
- Designed a clean, responsive interface optimized for performance and search engines.
- Showcased professional skills and projects in an interactive format for recruiters and clients.

REFEREES

Available upon request.