# CURRICULUM VITAE

## JOHN WAWERU KARIUKI

Email: johnwerukariuki@gmail.com
Phone: +254742982777
LinkedIn: www.linkedin.com/in/john-kariuki-/
GitHub: https://github.com/John-Waweru
Website: https://john-waweru.github.io/

## WORK EXPERIENCE

**Nine One One Group Limited**
**Role:** IT and Support Technician
**Date:** February 2024 – Present
**Key Responsibilities & Achievements:**

- Provided comprehensive support in **software and hardware troubleshooting**, ensuring seamless operation of end-user systems.
- Diagnosed and resolved **network issues**, including **Wi-Fi connectivity problems**, ensuring minimal downtime.
- Managed and maintained **CCTV systems** and **biometric access control**, including installation, configuration, and troubleshooting.
- Assisted in the **installation and repair of RDC alarm systems** for clients, supporting field technicians in system deployment and diagnostics.
- Supported **server maintenance tasks**, resolving server-side issues and contributing to consistent **data availability**.
- Set up and configured **new employee accounts**, linking them with **company email systems and Windows servers**.
- Provided **technical support for Microsoft Dynamics NAV 2007**, including issue resolution and user guidance.
- Led the **installation and setup of new computers**, configuring Windows 10, Microsoft Office Suite, and other essential software.
- Monitored and configured **network devices** (routers, switches) to maintain secure and optimized network infrastructure.
- Delivered **user training and technical support**, enhancing employee proficiency in software like **Microsoft Word, Excel, and PowerPoint**.
- Recovered **lost or corrupted data** from company servers, preventing significant workflow disruptions.
- Played a key role in **updating and improving the company website**, contributing to a more professional and user-friendly online presence.

**Previous Role: IT Intern**
**Date:** August 2024 – January 2025

- Supported the IT department in a variety of tasks including system troubleshooting, **account setups**, hardware maintenance, and basic **network configuration**.
- Assisted senior technicians on **CCTV and alarm system installations**, learning on-site deployment practices and client service standards.

**Kenia University College**
**Role:** ICT Assistant Attaché
**Date:** May 2023 – August 2023
**Key Responsibilities:**

- Delivered hands-on **AutoCAD training sessions**, helping students master core 3D modelling features.
- Provided **technical support for AutoCAD**, troubleshooting installation and performance issues.
- Assisted in **Wi-Fi troubleshooting** across campus, improving connectivity for students and staff.
- Aided in **electrical outlet diagnostics**, ensuring safe and stable power supply for IT equipment.
- Participated in **system setup and software configuration** for lab and staff computers.
- Collaborated effectively with the **IT department**, enhancing team productivity through proactive problem-solving and communication.

## SKILLS

- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN, Routing & Switching, Subnetting
- **Systems:** Windows OS, Linux (Kali, Ubuntu), Active Directory, File Sharing
- **Cybersecurity:** Subdomain Enumeration, Service Enumeration, Exploitation Techniques (in training)
- **Programming & Scripting**: Python, HTML, CSS, JavaScript
- **Hardware & Support:** Computer Assembly, Troubleshooting, Printer Setup, CCTV, IP Phones
- **Web:** Basic Website Maintenance, WordPress
- **Tools:** Wireshark, Nmap, Burp Suite, Microsoft Office, Remote Desktop Tools
- **Remote Support Tools:** AnyDesk, TeamViewer, Windows Remote Desktop (RDP)
- **Soft Skills:** Problem Solving, Time Management, User Training, Communication (Technical & Non-Technical)

## CERTIFICATIONS AND TRAINNINGS

- **CCNA (Cisco Certified Network Associate)** – In Progress (Jeremy's IT Lab Series)

## EDUCATION

**Kirinyaga University**
**Date:** Sept 2020 – Sept 2024
**Course:** Bachelor of Technology in Telecommunications and Information Engineering

**Nyahururu High School**
**Date: Feb 2016 – Dec 2019**

**Moi Primary School**
**Date: 2011-2015**

## LANGUAGES

Swahili: Fluent (Spoken and Written)
English: Fluent (Spoken and Written)