**Joseph G. Kimani** Joseph Gitonga Kimani

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**IT Specialist** 12619, Hellersdorf, Berlin, Germany

Date of Birth: 05.08.1998

Nationality: Kenyan, Full Working Permission for Germany

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**Profile** With over 5 years of experience, I have successfully implemented IT solutions using Microsoft Dynamics 365, SAP, and Power Automate, while providing comprehensive support for hardware, software, and network systems. Committed to continuous learning, I actively seek opportunities to enhance my skills and stay current with the latest technologies, ensuring I deliver innovative solutions to meet business needs.

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**Experience** **Push to Talk Ltd, January 2022-December,2024, Nairobi, Kenya**

**Business Systems and IT Support Engineer**

 Provided exceptional technical support with a focus on user satisfaction and effective problem resolution.

 Provided expertise in Linux operating systems and utilized case management tools such as Salesforce Service Cloud and Jira for effective customer support.

 Implemented and optimized containerization platforms, including Docker and Kubernetes, to streamline application deployment and scalability.

 Worked extensively with healthcare workflow engines such as Mirth, enabling seamless integration of healthcare processes and systems.

 Maintained cloud infrastructure proficiency, with hands-on experience in AWS and VMWare, contributing to system reliability and scalability.

 Demonstrated exceptional customer engagement and relationship-building skills, fostering trust and long-term client partnerships.

 Utilized strong organizational, analytical, and decision-making skills to handle multiple concurrent tasks while meeting customer expectations and deadlines.

 Ensured precise and clear communication through excellent verbal and written skills, effectively collaborating with internal and external stakeholders.

 Independently managed projects with a high level of self-discipline and attention to detail, consistently delivering results that met or exceeded objectives.

**Kalbo Adventures, April,2019 – December,2021 Nairobi,Kenya,**

**PartTime**

# Information Technology Support (IT support)

 Provided technical support and solutions to end-users ensuring timely resolution of issues and maintaining productivity.

 Managed and maintained Windows operating systems, Microsoft Office applications, and other enterprise software, ensuring smooth daily operations.

 Performed hardware repairs and maintenance on desktops, laptops, and other end-user devices, minimizing downtime and extending hardware lifespan.

 Delivered excellent customer service and communication, translating technical concepts into clear, user-friendly explanations for non-technical staff.

 Supported IT operations across multiple locations, including on-site assistance and travel to remote offices when necessary.

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**Education** Murang’a University of Technology: BSc Software Engineering

August, 2017- December, 2021 Murang’a, Kenya

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**Languages** -**English**: Native Speaker -**German**: B1(Currently Improving)