

# ANNOH KARLGUSTA

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## Core Skills

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Software Development, IT Support, Project Management, Networking, Data Analysis, Cyber Security.

## Certifications

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- Google System Administration and IT Infrastructure Services Certificate.
- Google Technical Support certificate.
- Microsoft DevOps Academy certificate.
- Erasmus University Cyber Security Certificate.
- Indian School of Business IT Project management certificate.
- Google Cloud Fundamentals certificate.

## Work Experience

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### County Government of Laikipia

Software Engineering Officer

Laikipia, KE

November 2020 – Present

- Contributed to the in-house UI library to create reusable components that saved 125+ hours of development per month.
- Coordinated with vendors for timely hardware replacements and upgrades, improving equipment reliability.
- Resolved an average of 8 daily IT Support tickets, resulting in a 28% increase in end-user satisfaction.
- Presented detailed reports about the meaning of gathered data to members of management and helped them identify scenarios utilizing modifications in the data.
- Head a team of network security personnel to secure sensitive data and prevent breaches from outside sources.
- Mentored 8 junior front end developers on the team, and documented best practices within the organization.

### Mother Angela Huruma Hospital

Systems Administrator

Nanyuki, KE

February 2020 – November 2020

- Diagnosed technical issues for 10+ staff per day by phone, email, chat, solving issues within 15 minutes on average.
- Created user accounts for staff, and assisted in setting up and customizing their accounts.
- Reported bi-monthly data analysis findings to upper management to use in making organizational decisions.
- Delivered troubleshooting solutions to departments experiencing difficulties with software, hardware, and network.
- Led a team to migrate the companies database from MySQL to Postgres and to decrease query time by 21%.

### Walkabout - UDPL Foundation

IT Support

Nanyuki, KE

January 2019 - February 2020

- Assessed system problems with network, software and hardware components by running diagnostics, trying solutions and upgrading devices where necessary.
- Created HTML assets for 40+ active marketing campaigns, including video landing pages, order form and funnel copy.
- Developed 7 new user-facing features.
- Completed repairs or submitted orders for equipment not performing at capacity.

### Nanyuki Water and Sanitation Company

IT Intern

Nanyuki, KE

January 2017 - June 2017

- Received coaching and support from peers and senior software engineers, and gained practical experience in using Java.
- Worked with 1 other intern under the supervision of a senior software engineer in the development of a web app system.
- Learned from IT professionals how to meet the support needs of a fast-paced company serving over 100,000 clients.
- Discovered innovative solutions to common and exceptional problems identified on help tickets assigned by the supervisor.

## Education

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Jomo Kenyatta University of Agriculture and Technology

B.Sc. Information Technology

2014-2018