Emmanuel Kichinda Shuma

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Mombasa, Kenya

Professional Summary

Motivated ICT professional with a strong foundation in computer maintenance, operating systems, networking, and technical support. Passionate about cybersecurity and ethical hacking, currently enrolled in a Cisco Online Course for Ethical Hacking to expand expertise in security protocols and cyber risk assessment. Committed to continuous learning and proactive problem-solving to enhance IT security and efficiency.

Technical Skills

• Operating Systems: Windows, Linux

• Hardware & Maintenance: PC assembly, troubleshooting, repair, upgrades

• Networking: LAN/WAN setup, secure wireless configurations, basic network security

• Cybersecurity: Ethical hacking fundamentals, vulnerability assessment, cybersecurity awareness

• Software & Tools: MS Office Suite, basic programming, web development fundamentals

• Other: Technical documentation, customer support, problem-solving, teamwork

Professional Development

• Cisco Online Course for Ethical Hacking (In Progress) - Learning ethical hacking techniques, cybersecurity protocols, and risk assessment methodologies.

Education & Certifications

Craft Certificate in Information and Communication Technology (2021 – 2024)
Ahmed Shahame Mwidani Technical and Vocational College (KNEC)
• Module I (July 2022): Introduction to ICT, Computer Applications, Basic Electronics, Mathematics, Communication, Operating Systems, Entrepreneurship (Pass)
• Module II (March 2024): Computer Maintenance & Support (Grade 1), Structured Programming, Course Specialization Project, Advanced Computer Applications (Credit)
Camara Education Kenya – 3-Month ICT Internship Program (Sep – Dec 2024)
• Focus Areas: PC Hardware & Components, Software Utilities & Administration (Linux & Windows), Web Development Fundamentals, Networking & Configurations.

Computer Society of Kenya – Microsoft Proficiency Certificate (2020)
Bura Vocational Rehabilitation Centre
• Achieved Overall Grade: A | Skills: MS Office (Word, Excel, Access, Publisher, PowerPoint), Email & Internet.

Professional Experience

ICT Intern, Camara Education Kenya (Sep – Dec 2024)
• Provided hardware support, maintenance, and system upgrades for digital learning centers.
• Installed and upgraded software on Windows and Linux platforms, ensuring system security and stability.
• Configured secure computer networks, optimizing connectivity and performance.
• Provided user support and basic IT training to improve digital literacy.
• Collaborated on data backup and recovery solutions to enhance system resilience.

Student Projects, Ahmed Shahame Mwidani Technical Training Institute (2021 – 2023)
• Installed and configured operating systems across IT labs, ensuring high availability.
• Performed routine troubleshooting and diagnostics to resolve system errors efficiently.
• Engaged in course-specialization projects utilizing structured programming techniques.
• Strengthened networking and system security knowledge through practical application.

Additional Skills & Attributes

• Leadership & Teamwork: Recognized for strong leadership qualities and effective collaboration.

• Communication: Able to explain technical concepts clearly to both technical and non-technical audiences.

• Problem-Solving: Methodical troubleshooting and proactive approach to IT security challenges.

• Adaptability: Quick learner with a drive to embrace emerging cybersecurity trends.

• Work Ethic: Highly disciplined, detail-oriented, and committed to continuous improvement.

References

Mr. Teddy Gwadiva

Technical Training Officer, Camara Education Kenya

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H.O.D - Computing and Informatics, Ahmed Shahame Technical Training Institute

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