KEVIN KAGUAMBA

kkaguamb@gmail.com | Linkedin | Github

Technical Skills

- **Operating Systems:** Windows, Linux

- **Networking:** TCP/IP, DNS, DHCP, Network Configuration & Troubleshooting

- **Cybersecurity best practices**

- **Hardware:** PC/Laptop Maintenance, Printers, Routers, Switches

- **Software:** Microsoft Office, IT Helpdesk Tools, Network Security Tools, Android App Development, UI/UX Design

- **Languages:** Java, JavaScript, PHP, CSS, HTML, Kotlin, SQL

- **Tools:** Visual Studio, Android Studio, Figma, Github, Git, Firebase

PROFESSIONAL EXPERIENCE

Kakamega Law Court   **Kakamega**
Internship | Full-time   May – Oct 2024

User Support

- Provided technical assistance to computer systems, hardware, and software users, resolving user issues promptly.

Network Administration

- Installed, configured, and maintained network devices, including access points, routers, switches, and firewalls. Managed network devices like printers and servers and performed routine maintenance tasks.

Technical Support

- Provide first-line support for all IT-related issues, including hardware, software, and network problems.
- Respond to support requests via phone, email, or in person, ensuring timely resolution.
- Diagnose and resolve technical hardware and software issues on desktops, laptops, printers, and other peripherals.
- Assist users with software installations, configurations, and updates.
- Manage and maintain user accounts, permissions, and access rights.

System Maintenance

- Perform regular maintenance tasks, such as system updates, backups, and patch management.
- Monitor system performance and perform preventative maintenance to ensure optimal functionality.
- Ensure security and privacy of networks and computer systems.

Documentation

- Create and maintain documentation related to IT processes, procedures, and troubleshooting guides.
- Document and track all support requests and resolutions in the help desk system.

Network and Infrastructure Support:

- Assist in the setup, configuration, and maintenance of network infrastructure, including routers, switches, and firewalls.
- Troubleshoot network connectivity issues and ensure network stability.

Project Support

- Participate in IT projects as required, providing technical expertise and support.
- Collaborate with other IT team members to implement new technologies and systems.

National Police Service – Judiciary of Kenya
Judges' residence - Kakamega   2017 – Present

- Maintain and ensure the effectiveness of security tools and equipment.

- Provide residential security and monitor security threats.

- Collaborated with judiciary staff to ensure a safe working environment.

- Provide physical and preventive security to the bank assets leading to free and peaceful banking environment.

National Police Service
Police Constable   2012 – 2017

- Maintained law and order, ensured the protection of life and property, and preserved public peace.

- Apprehended and prosecuted offenders and worked on crime detection and prevention.

- Conducted guard duties, security patrols, and responded to security emergencies and riots.

- Provide physical and preventive security to the bank assets leading to free and peaceful banking environment.

EDUCATION

Diploma in Information Technology
Masinde Muliro University of Science and Technology | 2022 - 2024

Certificate in Information Technology
Masinde Muliro University of Science and Technology | 2019 - 2021

Diploma in Holistic Nurturing of Children
The Presbyterian University of East Africa | 2022

Certificate in Potential Instructor's Course
Administration Police Training College | 2014

Administrative Police Training
Administration Police Training College | 2011 - 2012

COURSES & CERTIFICATIONS

- **Networking Basics Certification** – Cisco Networking Academy | 2024

- **Introduction to Cybersecurity** – Cisco Networking Academy | 2024

- **Android App Development with Kotlin** – Google Developers | 2023

References

Available upon request.