

LAWRENCE OMWEGA MORIANGO

Network Support Engineer | ICT Specialist | Software Developer

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PROFESSIONAL SUMMARY

A result-driven Network Support Engineer with hands-on experience in networking, software development, and cybersecurity. Skilled in designing and managing networks, implementing cybersecurity best practices, developing web applications, and supporting users across diverse systems. Possessing strong communication, problem-solving, and interpersonal skills, with a keen sense of ethics. Highly adaptable and thrives in a collaborative setting while maintaining accountability and delivering reliable IT solutions.

CAREER OBJECTIVES

- To apply my skills in networking, cybersecurity, cloud computing, and software development in a dynamic environment that values innovation and collaboration. I aim to contribute to sustainable and reliable IT solutions while continuously enhancing my expertise and supporting organizational growth.

EDUCATION

Bachelor of Science in Information Technology (BSc.IT) <i>Technical University of Mombasa, TUM-Mombasa</i>	<i>Dec 2024</i>
Kenya Certificate of Secondary Education (KCSE) <i>St. Mary's School, Yala</i>	<i>Nov 2015</i>

TECHNICAL SKILLS

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| <ul style="list-style-type: none">• Systems and Network Administration – Setup, configuration, monitoring, network security, VLANs, DNS, DHCP, Firewall integrations• Cybersecurity and Information Security – Penetration testing, network security, threat detection & malware analysis• Virtualization and Cloud Management – VMware, VirtualBox, cloud service & resource management, Data back-up and disaster recovery• Database Systems Management – MySQL, SQLite, MongoDB | <ul style="list-style-type: none">• Operating Systems Knowledge – Linux, Windows• Software & Web Development – Full-stack development using Node.js, Next.js, Python, PHP, React, RESTful API development, MVC Architecture, user authentication and integration• Version Control – Git and GitHub• Frameworks – Laravel, React• Additional Skills – Software debugging & troubleshooting, documentation and reporting, Agile Methodologies, user training and support |
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SOFT SKILLS

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| <ul style="list-style-type: none">• Leadership, Supervision, and Mentorship• Time Management and Accountability• Excellent Communication, Interpersonal and Negotiation skills | <ul style="list-style-type: none">• Collaboration and Teamwork• Problem Solving and Attention to detail• Patience, Tolerance, and Adaptability |
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PROFESSIONAL CERTIFICATIONS

- Cisco Ethical Hacker (CEH)
 - CCNA, CCNP - Cisco
 - Career Essentials in Cybersecurity - Microsoft
 - Laravel Frameworks for Web Development
 - IBM Skills Build - Cybersecurity, Web Development, Emerging Tech
- [Awards Link : https://www.credly.com/users/lawrence-moriango](https://www.credly.com/users/lawrence-moriango)

PROFESSIONAL EXPERIENCE

Network Support Engineer | IT Specialist

July 2024 - Present

F&L Networks, Mombasa.

- Installation, configuration, and maintenance of network systems and infrastructure
- Provide network support services, including troubleshooting and resolving connectivity issues
- Monitoring and optimizing network performance ensuring reliability and efficiency
- Configure and manage routers, switches, and access points
- Implement network security measures to safeguard systems against unauthorized access and threats
- Conduct routine network audits and system updates to maintain compliance and performance standards
- Support end-users with technical issues related to network access and usage

Freelance Web Developer (Part-time)

Aug 2024 - Present

Vijana Vision Community, Mombasa.

- Design, implement and maintain features for Vijana Vision community website to enhance community engagement
- Present innovative solutions and ensured timely resolution of service issues, improving service efficiency
- Collaborate with cross-functional teams to optimize performance thereby boosting operational efficiency and project timelines
- Participate in community volunteer exercises and activities thereby promoting teamwork

Software Developer Trainee

Feb 2024 - Apr 2024

Green World Campaign, Mombasa

- Designed and implemented features for Automated Incentives for Regenerative Stewardship (A.I.R.S) software platform using Next.js, Python and Git, enhancing user engagement
- Administered user training and support and ensured software maintenance and bug fixes
- Conducted field visits and contributed to project activities, significantly improving project efficiency
- Collaborated with team members and shared weekly progress reports resulting in an improvement in project timelines.

ICT System Admin Trainee | Technical Support Assistant

Dec 2022 - May 2023

Muthu Nyali Beach Hotel & Spa (MNBHS), Mombasa

- Installed, configured and monitored computer and network systems, achieving a 98% uptime.
- Conducted hardware maintenance and participated in service improvement initiatives reducing system failures immensely.
- Rendered technical and user support for various software applications and POS systems
- Assisted in inventory management and disaster recovery procedures ensuring 100% data integrity.
- Installed and updated operating systems, ensuring optimal performance and reliability
- Tested, configured and evaluated new technologies including VLANs and Cloud tools
- Planned and tuned organization's network and in-house application systems for effective service delivery to clients

Co-Founder | ICT Manager | IT Specialist*Feb 2020 - Nov 2022**BillSasa Kenya, Nairobi.*

- Managed mobile app analytics, leading to vast increase in user engagement
- Presented innovative solutions and ensured timely resolution of service issues, improving service efficiency
- Collaborated with cross-functional teams to optimize system performance thereby boosting operational efficiency

Co-Founder | ICT Manager*Nov 2018 - Sept 2020**StoreSoko Trading Solutions, Nairobi.*

- Analyzed website performance metrics, resulting in a 20% increase in site traffic
- Provided tailored technical support to clients, resolving issues timely and improving customer satisfaction ratings
- Reviewed and implemented emerging technologies, enhancing operational processes
- Demonstrated leadership and teamwork in a fast-paced environment

ICT Technical Support Assistant and Trainee*May 2019 - Nov 2019**National Housing Corporation (NHC), Nairobi.*

- Installed, Configured and maintained corporate computer and network systems, achieving 98% system availability
- Conducted hardware preventive and pre-emptive maintenance reducing hardware failures by 30%
- Planned and optimized corporate network and application systems, improving service delivery to clients
- Digitized files and managed backups to ensure data integrity achieving a 100% data recovery success rate
- Provided technical assistance, embraced teamwork and contributed to organizational needs

ADDITIONAL INFORMATION

- **Languages**

Fluent in English, Swahili

- **Volunteer Work**

Community Volunteer at Vijana Vision and GOMAD

REFEREES

- **Available upon request**