Resume

Martin Muriithi Kinyua

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PROFESSIONAL SUMMARY

Tech-savvy IT support professional with over 3 years of experience in troubleshooting, cybersecurity basics, and web administration. Adept at communicating technical information clearly to diverse users and skilled in maintaining systems, networks, and CMS platforms. I am currently pursuing a BBA in Artificial Intelligence, with a strong drive to integrate business and technology in future-focused roles. An aspiring cybersecurity enthusiast with a growing focus on the GRC sector, enthusiastic about building secure, compliant digital environments.

EDUCATION

- Nexford University (01/2024 – Present)
  Bachelor of Business Administration with specialization in Artificial Intelligence (BBA)
- International Information System Security Certification Consortium (ISC2) (03/2025 – 04/2025)
  Certified in Cybersecurity (CC)
- CISCO Networking – The Open University Incubator, Nairobi (07/2019 – 08/2019)
  Cisco Networking Academy (CISCO)
- Jomo Kenyatta University of Agriculture and Technology (08/2016 – 11/2019)
  Diploma in Business Information Technology (DBIT)
- Kenya Methodist University (01/2016 – 07/2016)
  Certificate of Information Technology (CIT)

- Archbishop Ndingi Boys School (01/2011 – 11/2015)
  Kenya Certificate of Secondary Education (K.C.S.E)
- Hepta School (01/2002 – 11/2010)
  Kenya Certificate of Primary Education (K.C.P.E)

EMPLOYMENT

- **ICT Officer**
  National Potato Council of Kenya, Nairobi (June 2021 – June 2024)
- Delivered clearly, thorough IT services provide support to technical and non-technical staff for company operations.
- Communicated complex technical information in clear, easy-to-understand ways, aiding the swift resolution of service user issues.
- Provided technical leadership across IT service teams, enabling outstanding company-wide support.
- Performed systems testing, hardware setup, and software programs to detect inefficiencies and vulnerabilities.
- Diagnosed hardware and software faults quickly and effectively for optimal network performance.
- Troubleshooting computers.
- Updating the NPCK Website from the backend, e.g., Newsletter, Market Prices, etc.
- Creation of fresh staff members on the cPanel platform.
- Renew website certificates and domains.
- Maintaining operating systems.

- **Fruit Market Vendor**
  Self-Employed, Meru (July 2020 – May 2021)
- Checked deliveries from suppliers for quality and damage before accepting.
- Loaded van with sufficient daily stock, driving to the market site for stall setup.
- Called out and attracted attention to products and goods to broadcast awareness of stalls.
- Always maintained a professional and polite appearance and manner.

- **Technical Support**
  Haripharm Pharmaceuticals LTD, Nairobi (October 2018 – November 2018)
- Kept detailed records of new installations and related licenses.
- Communicated ICT disruptions to staff regarding installations, upgrades, and outages.
- Followed user guides and technical manuals to complete skilled repairs.
- Configured networks to meet performance requirements.
- Upgraded hardware promptly, minimizing service disruptions.

TECHNICAL SKILLS

- Cybersecurity: GRC, Network Security, Threat Identification, Access Control, BC/DR Planning
- Web: CMS Management, HTML/CSS, cPanel Administration
- IT Support: Troubleshooting, Systems Maintenance, End-User Training
- Tools: Windows OS, Microsoft Office Suite, Networking Tools
- Soft Skills: Time Management, Problem-Solving, Customer Service

HOBBIES

- Documentaries
- Sport (Basketball)
- Cycling

REFERENCES

- Mr. Daniel Ondingo
  Jomo Kenyatta University of Agriculture and Technology
  📞 0724095296
- Henry Chemjor
  National Potato Council of Kenya
  📞 0725 626763 | ✉ hchemjor@npck.org
- Mr. Daniel Mutunga
  ABSA Branch Manager, Nairobi
  📞 0724840529 & 0701487808