

# Micheal Wanga Juma

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## Objective

Junior IT Support Specialist with hands-on experience in troubleshooting networks, systems, and operating systems including Kali Linux, Windows, and Ubuntu. Skilled in system updating, upgrading, and user support with foundational knowledge in cybersecurity. Proven ability to assist in maintaining robust IT infrastructure and deliver effective technical support. Currently advancing expertise with certifications from Cisco Academy in Cybersecurity Introduction and Ethical Hacking.

## Experience

### Full-Stack Development and IT Support Intern – Pawatech Solutions

Jul 2025 – Sep 2025 | Hybrid, Nairobi Kenya.

- Collaborated in a team of 4 to develop an e-commerce website, building user-facing interfaces using React.js and Typescript, and implementing server infrastructure with Node.js and MongoDB.
- Applied CSS strategies such as media queries, relative units, and dynamic viewport units to ensure responsive design across various devices.
- Troubleshoot network connectivity issues by diagnosing equipment indicators and rebooting modems and routers, reducing latency and removing unauthorized devices to improve browsing speed.
- Implemented security measures including OAuth and OpenID Connect authentication, strong password policies, input validation, and load balancing to enhance application security and performance.
- Incorporated feedback from team and supervisors during development to iteratively improve website features and usability.

## Education

### Multimedia University of Kenya – Mbagathi, Nairobi.

Nov 2026

Undergraduate

Relevant Coursework: Operating Systems, Web Development, Networking, Database Management and Server Administration

## Certifications

### ISO/IEC 27001:2022 Lead Auditor – Mastermind Assurance

Sep 2025 – Sep 2028

### Introduction to Cybersecurity – Cisco Networking Academy

Oct 2025

### ISO/IEC 42001:2023 Lead Auditor – Mastermind Assurance

November 2025 – October 2028

### Ethical Hacker – Cisco Networking Academy

## Skills

React, Node.js, TypeScript, MongoDB, Network Troubleshooting, OAuth and OpenID Connect, Responsive Web Design (CSS Media Queries, Relative Units, Viewport Units), System Updating and Upgrading, Operating Systems (Kali Linux, Ubuntu, Windows), Load Balancing, Cybersecurity Fundamentals

**Web Development & Databases:** React, Node.js, TypeScript, MongoDB, Responsive Web Design (CSS Media Queries, Relative Units, Viewport Units)

**System Administration & Networking:** Network Troubleshooting, System Updating and Upgrading, Operating Systems (Kali Linux, Ubuntu, Windows), Load Balancing

**Security & Authentication:** OAuth and OpenID Connect, Cybersecurity Fundamentals

## Projects

### Phishing URL Detector Website

Nov 2025 – Present

- Developed a complete website designed to detect phishing URLs, enhancing online security awareness. The project is fully developed and pending deployment, expected soon.

## Languages

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English (Fluently), Kiswahili (Fluently), Luhya (Partially), Luo (Partially), Kikuyu (Partially)

## References

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