

MISHAEL MORARA MOMANYI

IT Support Technician | IT System Administrator | Junior Software Developer

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Professional Profiles

GitHub: <https://github.com/Mishhopkins>

LinkedIn: <https://www.linkedin.com/in/mishael-momanyi>

Portfolio: <https://my-portfolio2025.vercel.app/>

Languages

English: Advanced

Kiswahili: Advanced

Summary

Momanyi M. Mishael is an ambitious and results-oriented IT professional with a strong academic foundation in Information Technology. My Undergraduate studies provided a concrete base in the Tech field including, proficiency in fundamentals of computer systems both software and hardware, experience in Reliable and detail-oriented IT Support Technician with hands-on experience in computer hardware maintenance, printer and toner management, and ICT user support within educational environments. I am excited to bring passion for troubleshooting, inventory control, and ensuring seamless operation of computer and printing systems. Beyond my technical skills, I am passionate about fostering inclusivity in Technology supporting technology-driven learning and maintaining efficient, organized ICT spaces.

Experience

IT ADMINISTRATOR

Bayinah Academy.

 02/2025 – 08/2025.  **1st & 2nd Parklands, Nairobi – Kenya**

- Systems Management: Provided routine technical support and training to staff and students on the school's email/cloud systems and ERP platform. Performed required transactions (updates, deletions & insertions) to the ERP to enable smooth running of information and swift automation of school processes.
- ICT Support: Maintain all school ICT assets including servers, computing accessories, computer labs, and end-user devices—ensuring 98%+ system uptime and <24hr support resolution.
- Printer Management: Managed and maintained the school printing resources and assets including all the printers, toner stock reports and job accounting to ensure controlled access and resource management.

- Security & Surveillance: Oversee biometric attendance systems and CCTV infrastructure, implementing regular audits, daily backup checks, and access controls across all the departments.
- Design & Branding: Designed and printed high-quality branded materials (flyers, certificates, brochures, newsletters and posters), ensuring visibility and consistency with school identity and timely delivery ahead of key events.
- Digital Marketing & Content: Managed the school website and social media platforms—crafting engaging content (photo/video/posters/flyers/Ads) that grew digital interactions by 10% monthly.
- Internal & External Communication: Created, designed and published monthly, termly and annual newsletters and termly reports to enhance transparency and stakeholder involvement.
- Asset & Access Tracking: Implemented and updated the ICT inventory and key access logs, improving accountability and reducing asset mismanagement.

IT PHYSICAL SECURITY - TRAINEE

Renocon Security Agencies

 07/2024 – 01/2025.  **Westlands, Nairobi – Kenya**

- Introduction of cutting-edge security solutions leveraging advanced surveillance technologies from industry leaders to clients from 18% to 23%, including Dahua and Hikvision CCTV technologies.
- Specialized in the design, installation, and maintenance of physical security systems, incorporating access controls in critical infrastructures such as banks and industries through biometric authentication and RFID cards, a positive security assurance rate of 40%.
- Demonstrated expertise in troubleshooting complex technical issues and providing timely solutions to ensure optimal performance contributing to a 25% increase in critical security systems uptime.
- Successfully managed and executed large-scale security projects, delivering exceptional results, exceeding client expectations that increased clients' confidence by 20%.
- Drafting newsletters, marketing emails, brochures and business cards, contributing to a 25% increase in customer reach and project wins.

TECHNICAL SUPPORT - VOLUNTEER

Mwebi Limited Kenya

 01/2024 – 03/2024  **Chepilat, Kenya**

- Supported maintenance, installation and upgrade of Windows operating systems, increase their reliability by 40%
- Monitored and inspected computers, printers and peripheral equipment, ensuring consistency in provision of IT services with an increased 15% uptime.
- Offered reliable Virtual / personal assistance to the manager - Mwebi Limited through AI aided tools to enhance his efficiency in planning and management roles by 28%
- Arranged Computers and printers for designated personnel and schools to establish productive well-equipped workstations.
- Responded to customer queries and provided resolutions to maintain smooth communications, increasing the company's customer satisfaction to 80%.
- Provided technical support to company staff, resolving varied issues across internal and external software applications.

IT TECHNICIAN - ATTACHEE

Kenya Power & Lighting Company - KPLC.

 01/2023 – 03/2023  Mombasa, Kenya

Went through an industrial attachment at KPLC, Mombasa where I did the following:

- ICT user support duties in PC installation, repair and maintenance procedures
- Networking and Fiber technology including installation works, troubleshooting of network problems at the LAN and WAN levels and fiber repairs using fiber splicing kits
- Configuration and maintenance of network printers
- Updated the Company's in-house business systems such as DCS, SAP, DTMMS and servicing the Company computers in different branches.
- Assisted with system administration

Skills

- IT Systems Administration
- Printers and scanner maintenance (LaserJet, Inkjet, MFPs)
- Enterprise Resource Planning (ERP)
- Active Directory & server management
- Digital Marketing and graphic design
- Customer service and ICT user support expert
- IT Hardware Support (Computers, CCTV, Access Control Panels, Printers) diagnosis, repair and maintenance.
- Network Troubleshooting proficiency
- Data processing & document formatting
- Working knowledge of the Microsoft Office Suite and Windows OS
- Virtual Assistant (personal Assistant)
- Coding Expertise using Java Script, CSS, HTML (frontend development technologies) & PHP, MYSQL (backend development technologies)
- Experience working with Git version control systems
- Outstanding and effective communicator

Education background

Bachelor of Science in Information Technology,

Technical University of Mombasa,

 01/2019 – 12/2023  Mombasa, Kenya

- **1st Class Honors** – Undergraduate Degree

Kenya Certificate of Secondary Education (K.C.S.E)

Nyambaria Boys High School

 01/2014 – 12/2018  Nyamira, Kenya.

- **B plain** Academic Achievement Award

Kenya Certificate of Primary Education (K.C.P.E).

St. Andrew's Kaggwa Boys Boarding Primary School

 01/2003 – 12/2013  Nyamira, Kenya.

- **A- (minus)** Academic Achievement Award

Certifications

- Virtual Assistant (ALX)
- Introduction to Cybersecurity (Cisco Networking Academy)
- Advanced Microsoft Excel (Udemy)
- Cybersecurity Fundamentals for aspiring Security professionals (CIP Cyber)
- Web Development Bootcamp (Udemy)
- Computer Packages Certificate (Paramount Computer College)

Passions

- Digital Creation
- Emerging Security Technologies
- Machine learning and Robotics
- Cloud Computing
- Nature Adventuring, Volunteering / serving others
- Social Networking

References

- **Eng. Albert Kadala, Regional IT and Telecommunication Engineer,**
Kenya Power & Lighting Company, COAST,
Email: akadala@kplc.co.ke
Tel: 0721678119
- **Dr. David Kariuki, Lecturer and Examination Coordinator,**
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- **Mr. Paul Momanyi, Principal,**
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