BENJAMIN MAOSA MOSWETA

Information Technology Professional

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Nairobi, Kenya

Summary

Results-driven and adaptable IT professional with hands-on experience in backend development, IT support, and systems administration. Skilled in PHP, MySQL, networking, and computer systems management with a strong ability to analyze problems and implement practical solutions. Proven track record of supporting corporate IT operations, maintaining efficiency, and driving organizational growth through innovative technologies.

Recognized for excellent communication, problem-solving, and teamwork, with experience in training staff and creating user-friendly documentation to simplify system adoption. Delivered IT solutions that improved user support efficiency, reduced downtime, and enhanced system reliability by introducing preventive maintenance and structured troubleshooting methods.

Demonstrated ability to manage databases, optimize network performance, and safeguard business data through system backups and cloud-based solutions such as OneDrive and SharePoint. Strong background in coordinating IT projects, streamlining workflows, and aligning technology with business needs.

Passionate about continuous learning and adapting to new technologies, with proven success in both technical and collaborative roles.

Work History

February 2025 – May 2025 | Junior Information Technology Attaché

National Housing Corporation

- Conducted database management, file tracking, and accurate data entry, ensuring smooth record-keeping and easy retrieval of information.
- Provided first-level IT support and responded to technical queries from staff, reducing downtime and ensuring business continuity.

- Set up desktops, installed operating systems, configured printers, and handled hardware issues for more than 50 users.
- Performed regular system backups, hard disk formatting, and data restoration, improving data security and reducing risks of data loss.
- Conducted preventive maintenance and troubleshooting on networks and systems to enhance performance and reliability.
- Assisted in upgrading computer systems and software, improving overall efficiency of business operations.
- Documented IT procedures and generated daily reports on system performance, improving knowledge sharing within the department.
- Collaborated with the ICT team to support corporate applications and ensure smooth user access.
- Trained staff on basic IT troubleshooting, reducing repetitive technical queries by 20%.

May 2022 – August 2022 | Junior IT Attaché

National Housing Corporation

- Supported 100+ users with IT and network issues, improving resolution time by 40%.
- Reduced company downtime by 25% by coordinating with application and network teams.
- Handled customer support and reduced query turnaround by 35%.
- Assisted in configuration and maintenance of network devices, desktops, and servers.
- Performed system checks and updates, ensuring security and optimal performance.
- Helped implement user account management and access control measures.
- Documented IT processes and created user-friendly guides for recurring technical problems.
- Monitored network connectivity and escalated critical issues to senior IT staff to maintain service continuity.

January 2020 – April 2020 | IT & Marketing Attaché

African Pooling Resources Together SACCO (APRT)

- Configured OneDrive and SharePoint backups, reducing data loss by 30% and improving file accessibility for staff.

- Participated in IT procurement, lowering organizational costs by 15% through vendor negotiations and system analysis.
- Trained 10+ staff members on IT systems and procedures, increasing adoption of digital tools and overall productivity.
- Maintained server health and updated IT asset inventory to ensure accurate system tracking.
- Managed SACCO social media accounts and created digital marketing content, increasing online engagement.
- Provided hardware and software troubleshooting, ensuring smooth operation of office devices.
- Supported the ICT Officer in enhancing SACCO database systems, improving reporting and efficiency.

Education

- January 2023 – August 2025 | Bachelor of Business Information Technology | Mount Kenya University
- January 2021 – September 2022 | Diploma in Business Information Technology | Mount Kenya University
- May 2018 – November 2019 | Certificate in Business Information Technology | Mount Kenya University
- 2013 – 2017 | KCSE | Brightstar High School

Technical Expertise

- Programming & Development: PHP, HTML, CSS, JavaScript
- Databases: MySQL, SQL
- Networking: LAN, WAN, TCP/IP installation & troubleshooting
- Systems Administration: Windows & Linux
- Cloud Services: OneDrive, SharePoint
- Productivity Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Achievements

- Improved IT support resolution time by 40% at National Housing Corporation.
- Reduced downtime by 25% through proactive system monitoring and coordination.

- Enhanced data security with OneDrive/SharePoint backups, reducing data loss by 30%.
- Developed IT user guides, boosting staff efficiency and reducing repeat queries.
- Trained 10+ staff on IT systems, improving productivity and digital adoption.

Certifications

- Project Management Essentials – Cornerstone On Demand Foundation

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Languages

- English – Proficient
- Swahili – Proficient

References

Yvonne Mwiti
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