

## **CURRICULUM VITAE**

### **PERSONAL DETAILS**

NAME: Nadongo Cynthia Manyasa  
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### **INTRODUCTION**

Dedicated IT Professional focusing on system administration, website management, network monitoring and IT support. Experienced in handling a broad range of IT needs, from technical support to graphic design on Canva and Adobe tools, delivering smooth digital solutions and improving user experiences. I am skilled in Django for web development and writing Python Scripts to enhance functionality within various platforms such as ERPNext. Outside my core responsibilities, I've ventured into blockchain technology, specifically focusing on Bitcoin and the Lightning Network, bringing innovative solutions to the digital space.

I aim to build more hands-on experience, positively influence the field, and stay updated with the fast-paced changes in the tech industry.

### **EDUCATION BACKGROUND**

**(August 2024 – November 2024)**

Bitcoin Dada Community – Blockchain (Bitcoin and Lightning Network)

**(September 2018 – December 2023)**

Jomo Kenyatta University of Agriculture and Technology - Bachelor of Information Technology (Second Class Lower)

**(January 2014 - December 2017)**

Bunyore Girls' High School - KCSE (GRADE B+)

**(January 2007 - December 2013)**

St. Teresa Chakol Girls Primary School - KCPE (GRADE B)

## **CERTIFICATION**

Cisco Certificate - CCNA 1 2 & 3

Cisco Certificate - Introduction to Cybersecurity

Cybersecurity and Ethical Hacking Bootcamp

## **SKILLS**

Continuous Learning and Adaptability

Technical Support and Troubleshooting

Python Programming and Django Development

Bitcoin and Blockchain Technology

Website and Content Management

System Administration (ERPNext system, Linux-Ubuntu/WSL2, Office 365)

## **EXPERIENCE**

### **Amotech Africa Limited**

IT Officer: September 2023-Present

#### **Key Responsibilities**

- Manage and configure company computer systems, including software setup and Azure Active Directory administration for efficient and secure IT operations.
- Develop and implement ISO-compliant IT procedures and policies, ensuring industry standard practices across all operations
- Administer and maintain the Amotech ERPNext System and extranet to optimize workflow and data access for users.
- Design, customize, and manage Microsoft PowerApps for departmental needs, including applications like the Birthday Notification App
- Promptly resolve IT support tickets within the ticketing system to ensure timely resolution of technical issues and maintain high user satisfaction.
- Configure and administer Office 365 accounts, licenses, and permissions in line with organizational requirements, ensuring proper access control and compliance
- Configure and manage user enrollment for Biometric access control systems, securing access to critical areas and systems.

## **Smart Applications International Limited**

Internship: February 2023 – June 2023

### **Key Responsibilities**

- Conducted virtual access awareness sessions to educate clients on system functionalities, improving user knowledge and system adoption.
- Guided staff and clients through step-by-step troubleshooting and system setup for Smart Solutions applications, assisting both remotely and in person.
- Installed and configured computer hardware, operating systems, and software applications, ensuring a smooth setup and optimal system performance.
- Performed hardware replacements and repairs as needed, including fingerprint readers and card readers, to maintain uninterrupted access and functionality.
- Monitored and proactively maintained computer systems and networks, identifying potential issues early to enhance stability and reduce downtime.

## **The Information and Communication Technology Authority (ICTA) – Busia**

Attachment: January 2022 – March 2022

### **Key Responsibilities**

- Monitored network availability across Busia County and its sub-counties, ensuring continuous connectivity and minimizing service disruptions.
- Executed module termination and Ethernet cable crimping to maintain robust network connections.
- Conducted electrical safety checks on computer equipment, adhering to safety standards and protecting users and assets.
- Performed routine maintenance and repair of office printers, computers, and network infrastructure, ensuring all equipment operates reliably.
- Configured domain accounts and connected users to the network, streamlining user access and enhancing network security.
- Provided comprehensive user support and resolved ICT-related issues, addressing technical inquiries and ensuring user productivity.

## **REFERENCES**

### **1. Mr. Mark Brian Muiruri**

Project Manager, Jomo Kenyatta University of agriculture and Technology

Tel: 0711324897

Email: mbchege@jkuat.ac.ke

**2. Mr. Samuel Kahare**

Technical Operation, Smart Applications International Limited

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