Dennis Muiruri Mbugua

Internship Opportunity

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Professional Profile

Experienced IT Support Consultant skilled in email migration (Microsoft 360), Windows OS (8 - 12), Linux, VoIP Systems, Active Directory, and Network troubleshooting. Proficient in providing remote and on-site support, managing IT systems, and resolving hardware/software issues. Experienced with tools like ConnectWise and Automate, ensuring timely ticket resolution within SLAs. Strong problem-solving abilities, excellent customer service, and a commitment to continuous improvement in a fast-paced environment

Education

BACHELOR IN COMPUTER SECURITY and FORENSICS,   2020 – 2025
Meru University of Science and Technology   Meru, Kenya
Awaiting my graduation in October 2025.

SOFTWARE ENGINEERING, *ALX SCHOOL*   2023 – 2024
                                                                          Nairobi, Kenya

KIGUMO BENDERA HIGH SCHOOL   2016 – 2019
                                                                          Murang'a, Kenya

GITHUNGURI RANCHING PRIMARY SCHOOL   2007 – 2015
                                                                          Ruiru, Kenya

Technical Skills

Networking & System Administration
— Competent
- LAN/WAN, DNS, DHCP, and Firewalls
- Windows/Linux server environment

Cybersecurity — Proficient
- Knowledge of threat analysis, security tools, and protocols
- Expert in ethical hacking, firewalls, and IDS/IPS

Programming/Scripting — Competent
- Python, JavaScript, Bash

Database Management — Competent
- SQL, NoSQL, MySQL, PostgreSQL, and MongoDB

Troubleshooting & Technical Support — Proficient
- Diagnosing and fixing issues across hardware, software, and Network.

DevOps — Competent
- Automation
- Version Control (Git)
- Docker.
- Jenkins

IT Service Management — Competent
- ITIL framework
- ServiceNow tool

Problem-Solving & Analytical Thinking

Communication Skills

Teamwork and Collaboration

Adaptability & Willingness to Learn

Project Management & Time Management

Customer Service Orientation

Professional Experience

IT Assistant, *PCEA Ruiru Sacco*   06/2024 – 01/2025
                                                                          Ruiru, Kenya

- Led a team of 3-8 staff through server maintenance, legitimate software purchase, and installation.
- Provide technical support for UCS point of sale software, including troubleshooting slip printer issues and performing software updates for all retail stores
- Conduct regression testing and draft Standard Operating Procedures (SOPs) for trade partners and support teams.
- Completed various agreed-upon procedures engagements on my own.
- Successfully, completed system migration.
- Coached and trained PCEA staff on the secure measures while using the company's Computers.
- Participated in the Policy development procedure.
- Ensured compliance with regulatory standards by reviewing and providing comprehensive feedback on security statements, resulting in a 100% compliance rate.
- Ensured all computers were up-to-date and secure with anti-viruses.

IT Support, *County Assembly of Kiambu*   05/2023 – 08/2023
                                                                          Kiambu, Kenya

- Hands-on experience on hardware.
- Database management using tools like SQL, Oracle, IBO Console, and DBeaver for querying and administration.
- Assist with installations, repairs, upgrades, and backups for retail systems and network infrastructure.
- Troubleshoot network errors and ensure service requests are updated with root cause analysis and solutions.
- Generate reports, provide feedback, and ensure clear communication with customers, management, and internal teams on progress or delays.

Certificates

Certified Cybersecurity Professional -2024
ISACA Kenya, IGNITE Program

AIRD-T SKILLS FOR LIFE
Certificate of Proficiency in Introduction to Computers

Awards

Certificate of Achievement, *EC-Council*   26/01/2024
SQL Injection Attack
Certificate number: 289602

Certificate of Achievement, *EC-Council*   24/01/2024
Cisco LABS
Certificate number 288972

References

Available upon request