

Profile

Detail-oriented IT professional with expertise in IT support, network administration, and system maintenance. Skilled in troubleshooting hardware, software, and network issues, managing IT assets, and training end-users. Currently enhancing programming skills with Python through Power Learn Project Africa, eager to contribute technical proficiency and innovation to a dynamic team.

Experience

- IT Support Intern | Ol Pejeta Conservancy | Feb 2024 – Oct 2024

 - Delivered technical support, resolving hardware, software, and network issues.
 - Configured desktops, laptops, printers, and software per IT protocols.
 - Optimized network performance, troubleshooting connectivity issues.
 - Maintained IT asset inventory and coordinated vendor upgrades.
 - Installed CCTV cameras to enhance security at key locations.
 - Created documentation and trained staff on IT tools.
 - Supported server and domain administration tasks.
- IT Attaché | Nyahururu County Referral Hospital | Jan 2023 – Apr 2023

 - Assisted in troubleshooting technical issues for end-users.
 - Installed network cables and access points for reliable connectivity.
 - Maintained hospital systems, including Check Health Information System.

Education

- Diploma in Information Communication Technology

The Eldoret National Polytechnic | 2021 – 2023

 - Coursework: Network Administration, Systems Analysis, C++, Web Development
- Python Programming (In Progress)

Power Learn Project Africa | Online, 2025 – Present

 - Learning Python for in-house application development.

Skills & Abilities

- Technical: Hardware/software troubleshooting, network administration (switches, access points, routers), Windows/Mac OS, server maintenance
- Security: Antivirus management, CCTV installation, IT asset security
- Programming: Python (in progress), C++, HTML, CSS, JavaScript; eager to learn PHP/Java
- Soft Skills: Communication, teamwork, problem-solving, attention to detail

References

- Mr. Alex Kariuki | IT Manager, Nyahururu County Referral Hospital
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- Laurence Asitwa | IT Support Senior Officer, Ol Pejeta Conservancy
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