

RAYMOND SINGA

INFORMATION TECHNOLOGY

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PROFILE SUMMARY	High-performing Business Computing graduate with strong grounding in technology, operations, and business systems, complemented by hands-on experience in a large enterprise environment at Kenya Power & Lighting Company (KPLC). Demonstrates strong analytical thinking, digital fluency, and customer-centric problem-solving, with a proven ability to adapt quickly, collaborate across teams, and deliver reliable operational support. Motivated to grow within a structured graduate program that develops leadership, commercial awareness, and digital capability in a dynamic financial services environment.
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PROFESSIONAL EXPERIENCE	Kenya Power & Lighting Company (KPLC) May 2024 – August 2024
	<div>IT Intern</div> <ul style="list-style-type: none">Supported core IT and operations functions in a large, regulated organization, ensuring system reliability and service continuity.Provided first-line technical support to users, resolving system access, application, and hardware issues while maintaining service documentation.Assisted in LAN and network infrastructure support, including connectivity troubleshooting and performance monitoring.Participated in ICT asset management, updating inventories and tracking enterprise hardware and network components.Contributed to process improvement initiatives, supporting workflow automation and adoption of digital tools to enhance operational efficiency.Collaborated with cross-functional teams, demonstrating professional communication, accountability, and attention to detail in a high-demand environment.

EDUCATION	Jomo Kenyatta University of Agriculture & Technology (JKUAT)
	BSc. Business Computing (Second Class Honours) SEP 2021 – DEC 2025
	MOI HIGH SCHOOL(MBIRURI) 2017–2021
	KENYA CERTIFICATE OF SECONDARY EDUCATION,(B-)
	Thika Memorial Church School 2008–2016
	KENYA CERTIFICATE OF PRIMARY EDUCATION,(354)

CERTIFICATIONS & PROGRAMS	Cyber Shujaa Program Oct 2025 – Dec 2025
	Certificate – Cloud and Network security

TECHNICAL SKILLS

Systems & Infrastructure:
Windows OS, Windows Server basics, Linux fundamentals, Virtual Machines, System Maintenance

Networking & Security:
LAN troubleshooting, DNS & DHCP basics, Network security principles, Access control fundamentals

Tools & Platforms:
Active Directory, MS Office (Excel, Word, PowerPoint), Ticketing & monitoring tools

Scripting & Automation:
PowerShell (basic), Bash (basic)

Business & Operations:
Process documentation, reporting, IT asset management, user support

SOFT SKILLS


Critical thinking & analytical problem-solving, Commercial and business awareness, Digital & technology literacy, Customer and client centricity, Initiative and self-motivation, Collaboration and teamwork, Adaptability in dynamic environments, Strong communication and interpersonal skills, Time management and prioritization


LANGUAGES

English – Fluent
Swahili – Native


REFERENCES


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