

RAYMOND SINGA

INFORMATION TECHNOLOGY

CONTACT

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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.

PROFESSIONAL EXPERIENCE

Kenya Power & Lighting Company (KPLC) | May 2024 – August 2024

IT Intern

- 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**DENIS MASIGA****KENYA POWER AND LIGHTING COMPANY**

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