

PETER INDIAZI MAGAGA

+254758799912

[Ptrmagaga@gmail.com](mailto:Ptrmagaga@gmail.com)

[Petermagaga.github.io/website](https://Petermagaga.github.io/website)

[Github.com/petermagaga](https://Github.com/petermagaga)

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## PROFESSIONAL SUMMARY

Detail-oriented **IT Support Specialist & Junior Software Developer** with hands-on experience in troubleshooting hardware/software issues, network support, system maintenance, and user assistance. Strong foundation in Windows systems, Microsoft 365, device configuration, ERP support, and cloud-based tools (Firebase). Experienced in supporting business operations, resolving technical issues, and implementing digital solutions. Passionate about improving system efficiency, providing excellent user support, and growing in IT system administration.

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## TECHNICAL SKILLS (IT SUPPORT-FOCUSED)

### IT Support & System Administration:

- Windows OS installation, configuration & troubleshooting
- Basic Linux operations
- Microsoft 365 administration (accounts, email, OneDrive, SharePoint)
- Networking: LAN/WAN setup, routers, cabling, diagnostics
- Printer setup, drivers, user device support
- System updates, backups, antivirus scans
- ERP support & system documentation

### Troubleshooting & Help Desk:

- Remote & on-site user support
- Ticketing workflow understanding
- Software/hardware diagnostics and issue resolution
- System monitoring & basic cybersecurity practices

### Software & Development Tools:

- Python, Django, Flutter (support for backend/mobile systems)
- REST APIs, JSON, JWT
- Git, GitHub, PostgreSQL, SQLite
- Firebase Authentication & cloud integration

### Soft Skills:

Strong communication, teamwork, problem-solving, adaptability, customer support skills, attention to detail.

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## RELEVANT EXPERIENCE

### IT Intern – Unibrain Industries Limited

*Sapphire Business Park | Apr 2025 – Nov 2025*

- Provided **first-line IT support** to staff by diagnosing hardware, software, and network issues.
- Installed, configured, and updated company computers, printers, and software applications.
- Assisted with **ERP troubleshooting, data entry, system maintenance**, and resolving system errors.
- Supported the administration department with **user onboarding/offboarding**, file management, and system documentation.
- Helped maintain company network infrastructure and monitored system performance.
- Updated the company website and digital systems to improve usability and integration with internal processes.
- Ensured proper use, safety, and accountability of all IT equipment.
- Worked closely with senior IT staff, gaining real manufacturing-sector IT support exposure.

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## PROJECTS (RELEVANT EXPERIENCE)

### Maternal Health & Motherhood App (Backend + Mobile)

Django REST API + Flutter

- Implemented backend logic, system authentication (JWT + Firebase), and cloud data management.
- Strengthened practical understanding of APIs, databases, and system troubleshooting.

### **Sacco Portal – Django (Prototype)**

- Built a functional backend system handling records, logins, and automated statements.
  - Improved skills in database design, logic troubleshooting, and user data handling.
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### **CERTIFICATIONS & TRAINING**

- IT Support Fundamentals (Self-Taught)
  - Django REST Framework & API Development
  - Flutter Mobile Development Bootcamp
  - Firebase Authentication Workshop
  - Power BI for Data Visualization
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### **REFEREES**

Available upon request