

SHADRACK MUCHEMI KARIMI

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Objective:

I am an experienced ICT expert with over 3 years in the industry, specializing in network management, cybersecurity, data analytics, and ERP system integration. I excel at maintaining seamless operations, ensuring data security, and implementing innovative IT solutions to enhance business efficiency. My adaptability and passion for continuous learning enable me to drive productivity and support organizational goals effectively.

Professional Experience:**Ministry of Education****ICT Intern**

June 2024–Present

- Support for e-learning and content development in line with the schemes of work
- Providing class support and training for primary school teachers in the use of digital literacy devices
- Supporting the implementation of the Digital Learning Programme
- Carrying out innovations to enable schools to improve their use of digital learning
- Providing support for the safe, secure, and ethical use of technology in learning
- Assisting teachers by integrating ICT in the delivery of teaching, learning, and assessment
- Supporting school staff with the development and production of key school policies and procedures
- Providing first-line support and maintenance of ICT services in the schools

JOWAKIMU EDUCERE DISTRIBUTOR**ICT Support**

March 2020–May 2024

- System Maintenance and Support: Ensure all computer systems, servers, and networks function properly.
- Troubleshooting and Repair: Address technical issues promptly to minimize downtime.
- Upgrades and Updates: Keep systems up-to-date with the latest software updates and hardware upgrades.
- Network Infrastructure Management: Maintain network infrastructure, including routers, switches, and firewalls.
- Connectivity: Ensure consistent and reliable internet and intranet connectivity.
- Network Security: Implement and monitor network security protocols to protect against cyber threats.
- Database Administration: Manage databases storing product, inventory, customer, and sales data.
- Data Backup and Recovery: Ensure regular backups of critical data and develop recovery plans.
- Data Analysis Support: Provide tools and support for data analysis to aid decision-making.
- ERP System Management: Assist in the implementation and customization of ERP systems.
- User Training: Train staff on the effective use of ERP systems.
- System Integration: Ensure seamless integration of the ERP system with other business processes.

Brighter Africa Microfinance**IT Support Technician**

Jan 2019-March 2020

- Installed and maintained computer systems.
- Configured Local Area Network (LAN) and Wide Area Network (WAN).
- Developed and updated application systems.
- Conducted systems analysis, design, and program specifications.
- Performed repairs and maintenance on equipment and peripherals.
- Verified and validated equipment, overseeing configuration processes.
- Undertook any other duties assigned as required.

National Hospital Insurance Fund

IT Officer Intern

Oct 2018-Jan 2019

- Installed new hardware and software.
- Collaborated with technicians to ensure efficient computer operations.
- Established networks for device communication.
- Troubleshoot hardware and software issues.
- Educated staff on computer usage.
- Created and managed user accounts.
- Provided training on new applications.

Education:

Meru University:

BSc in Mathematics and Computer Science, 2018

Nyeri High School:

Kenya Certificate of Secondary Education, 2013

Skills:

- Technical Troubleshooting
- Network Management
- Cybersecurity
- Data Analysis
- Database Administration
- ERP system integration
- System upgrades and updates
- Hardware and software management
- Project Management

Interests:

- Reading and writing
- Researching
- Socializing

References:

Nahashon Ruchuiya

Sales Manager

Mobile: 0729018057

John Nguri

Sales Manager

Mobile: 0726599527

Daniel Cheruiyot
Sub-county Director of Education
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