Stephen Awili Mugenya
Information Technology, Data Visualization

Detail-oriented IT professional with hands-on experience in Python-based data visualization, system networking, cybersecurity, and software development. Skilled in using Python libraries such as Matplotlib, Seaborn, and Pandas to create clear, insightful visual reports that support data-driven decision-making. Proven ability to manage databases (SQL, MySQL), troubleshoot complex technical issues, and optimize system performance. Experienced in web development (HTML, JavaScript), network security, and technical support. Adept at translating complex data into actionable insights, collaborating with cross-functional teams, and improving IT operations through analytical thinking and effective communication. Eager to contribute to innovative IT solutions and enhance business intelligence through data visualization.

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PROFESSIONAL EXPERIENCE

IT Support and System Specialist
Jan 2025 - Present

Taylor Movers, Nairobi, Kenya

- Designed and maintained dynamic Google Sheets dashboards for sales, operations, and quality assurance, enabling real-time performance tracking.
- Developed a custom business application using Zoho Creator to automate workflows and improve departmental efficiency.
- Provided comprehensive IT support across hardware, software, and networking, ensuring smooth and secure operations.
- Launched an internal training podcast using Podcastle to onboard new employees, improving knowledge sharing and reducing live training time by 40%.
- Automated repetitive data processing tasks to streamline reporting and enhance executive decision-making.

IT Assistant (intern)
May 2023 - August 2023

VisionOne Industries LTD, Nakuru, Kenya

- Conducted daily system health checks and OS updates, reducing downtime by 50% and improving system reliability.
- Assisted in the implementation of network setup and security protocols, minimizing network issues by 30%.
- Delivered technical support to staff, resolving hardware/software issues and enhancing response time by 35%.
- Documented support cases and collaborated with teams to improve IT troubleshooting processes.

Assistant Manager
May 2022 - August 2022

Thornelloyd Computer Services & General Supplies Ltd, NAkuru, Kenya

- Participated in CCTV installation projects, reducing setup time by 25% through process optimization and teamwork.
- Diagnosed and resolved technical issues for 50+ clients, significantly improving hardware/software reliability.
- Supported inventory and sales operations, contributing to a 20% increase in revenue through efficient stock control and customer service.
- Provided client-facing support and trained users on basic IT maintenance, increasing customer satisfaction by 20%

SKILLS

- Google Sheets Dashboards
- Python Data Visualization (Pandas, Matplotlib, Seaborn)
- Zoho Creator Development
- Data Automation (Scripts, App Script, Zoho Workflows)

- Python, C, C++
- Web Development (HTML, CSS, JavaScript, Next.js)
- SQL, MySQL
- Zoho Deluge Scripting

EDUCATION

Bachelor in Information Technology (BA), Information Technology

Machakos University
2020 - 2024

CERTIFICATIONS

CISCO Cybersecurity Badge

CISCO Networking Academy online
https://www.credly.com/go/ mTT7k aRfNrkLuXdhZZpbCg

OTHER SKILLS

- Technical Support & Troubleshooting
- System & Network Administration
- Windows OS & Security
- Network Security (CISCO Cybersecurity Certified)
- System Health Monitoring
- Risk Mitigation & Threat Detection
- Problem Solving
- Team Collaboration
- Client Communication