

Stephen Awili Mugenya

IT ASSISTANT

P (+254)705360439

E Awilisteve076@gmail.com

A 20100, Nairobi, Kenya

W www.SteveCodeK.github.io

OBJECTIVE

Motivated IT professional with hands-on experience in technical support, system networking, cybersecurity and software development. Adept at troubleshooting, database management, web development, with a passion for optimizing system performance and security. Seeking an IT role to apply problem-solving and analytical skills to enhance business operations and IT infrastructure. Ready to contribute to seamless IT operations and drive technological advancements.

EXPERIENCE

May 2023 – August 2023

IT Technician (Intern) | **VisionOne Industries LTD**

Configured and updated Windows operating systems, improving system stability and reducing downtime by 40%.

Conducted daily system health checks, reducing unexpected failures by 50%, ensuring seamless business operations.

Assisted in network setup and security enhancements, strengthening cybersecurity resilience and reducing network issues by 30%.

Provided technical support, troubleshooting IT-related issues, and improving user response time by 35%.

May 2022 – August 2022

Technical Assistant | **Thornelloyd Computer service and General supplies ltd**

Collaborated in CCTV installation projects, improving efficiency and reducing setup time by 25%.

Diagnosed and resolved hardware/software issues, enhancing system reliability for over 50+ clients.

Assisted in inventory management and client sales, boosting revenue by 20% through effective stock management and customer engagement.

Enhanced customer satisfaction by delivering fast and effective troubleshooting solutions.

COMMUNICATION

Client Interaction – Provided **customer support** and guided clients through **hardware/software troubleshooting**, leading to a **20% increase in customer satisfaction**.

Team Collaboration – Worked closely with IT teams and clients to implement **network security improvements**, reducing system downtime by **30%**.

Technical Support & Troubleshooting – Effectively communicated IT solutions to non-technical users, improving issue resolution time by **35%**.

EDUCATION

Machakos University
Machakos Town
Kenya

Bachelor in Information Technology
Certified Registered

CISCO Networking Academy
Online

Credentials: CISCO Cybersecurity
Badge

<https://www.credly.com/go/mTT7kaRfNrLuXdhZZpbCg>

KEY SKILLS

- Programming (C, Python, C++)
- System Networking
- Web development (HTML, Javascripts)
- SQL, MYSQL
- Network Security
- Hardware Support
- Problem Solving
- Team Collaboration
- Communication

REFERENCE

[Available upon request.]