

STEPHEN GITAU
NDUNG'U



CONTACT

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PERSONAL DETAILS

Date of Birth: 20/02/2000

Marital Status: Single

Nationality: Kenyan

Religion: Christian

Gender: Male

KEY SKILLS

1. Problem Solving
2. Teamwork
3. Communication Skills

TECHICAL SKILLS

- Operating Systems: Windows, Linux, macOS
- Database Management: SQL, MySQL, PostgreSQL
- Networking: TCP/IP, DNS, DHCP, VPN

OBJECTIVE

To secure a challenging position in a dynamic environment where I can leverage my technical skills, innovative mindset, and problem-solving abilities to contribute to cutting-edge research and development projects. Committed to continuous learning and staying updated with emerging technologies, I aim to make a positive impact in the field of technology through my expertise and passion for innovation.

EDUCATION

University of Embu: 2019-2023

Bachelor of Science in Computer science

Nyahuwood Creations 6/02/2019

Computer Packages 2/04/2019

Grade: A

St. Peters Moi's bridge Secondary School 2015 -2018

Kenya Certificate of Secondary Education

Grade: B

Moi's bridge Primary School 2007 -2014

Kenya Certificate of Primary Education

362 out of 500

EXPERIENCE

IT Support Specialist April 2022-June 2022

Embu College

- Provided technical support to end-users, troubleshooting hardware and software issues promptly and efficiently.

<ul style="list-style-type: none"> • Programming Languages: Python, Java,PHP • IT Support: Troubleshooting, Hardware/Software Installation, Remote Assistance • Version Control: Git, GitHub • Web design • Data analysis (Excel, python)
ACHIEVEMENTS AND AWARDS
<ol style="list-style-type: none"> 1. Recommendation Letter from Embu College 2. IBM certificate, Skills for Build
LANGUAGES
<ol style="list-style-type: none"> 1. English 2. Kiswahili 3. Kikuyu
INTERESTS
<ul style="list-style-type: none"> • Volunteer Work: Dedicated to giving back to the community through volunteering for social causes and participating in charity events • Technology: Staying up-to-date with the latest advancements in technology and exploring new gadgets and software.

- Assisted in managing and maintaining the Institution's network infrastructure, ensuring optimal performance and security.
- Collaborated with cross-functional teams to implement software upgrades and system enhancements, minimizing downtime and improving productivity.
- Actively participated in team meetings and shared expertise to improve the overall IT support function.
- Conducted user training sessions to enhance technology proficiency and ensure efficient utilization of IT resources.
- Installed, configured, and maintained computer systems, printers, and peripheral devices.

Information Technology Support officer Jul 2022 -Aug 2022
Independent Electoral and Boundaries Commission

- Preparation, Configuration and testing of KIEMS Kits in readiness for the General Elections.
- In liaison with the CICT, provide technical Support to the PO/DPO/Clerks during the general Elections.
- Ensure that the KIEMS kits are functional at all times.
- Participated in the training of SETS/POS/DPOS and Clerks.
- Restore the normal service to the users as by fixing technical faults.

Customer Attendant March 2020 - Sept 2020

- Provided exceptional customer service in multiple companies, including:
 - Betin shop – Matunda
 - Riftech Computer Solutions.

- Assisted customers in a courteous and professional manner, providing exceptional service and resolving inquiries effectively.
- Responded to customer questions, concerns, and complaints in person, via phone, and through email, ensuring customer satisfaction.
- Processed customer transactions accurately, handling cash, credit cards, and electronic payments with attention to detail.
- Maintained a clean and organized work area, ensuring a welcoming environment for customers.
- Collaborated with team members to ensure smooth operations and timely resolution of customer issues.

REFERENCE

Peter Munene - Embu College

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Nyahuwood Creations Principal

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