

■ Timothy Kamau - ICT Support specialist

Contact Information

📍 259-10100, Nyeri, Kenya

📠 +254 790 722 419

✉️ Mail: timo.munyiri@gmail.com

GitHub: <https://github.com/timokama>

LinkedIn: <https://www.linkedin.com/in/timothy-munyiri-b154a937b>

🌐 Portfolio: timokama.github.io

Professional Summary

Detail-oriented ICT support specialist with hands-on experience in networking, system administration, and troubleshooting across software and hardware platforms. Skilled in resolving technical issues efficiently, improving system performance, and providing excellent end-user support. Combine strong technical abilities with clear communication and customer service skills to deliver effective IT solutions and support.

Technical Skills

- **Operating Systems:** Windows(7/10/11), Ubuntu/Linux
- **IT Support & Troubleshooting:** Hardware, software, and networking support
- **Software & Tools:** MS Office, Office 365 setup/ support, basic scripting,
- **Database & Dev Tools:** PostgreSQL, MySQL, Git & GitHub
- **Software Skills:** Customer service, problem-solving, communication, Client Relationship Management, Negotiation, Problem-Solving, Team Collaboration

Professional Experience

Assistant Salesman – Veew Distributor (EABL)

📍 Nairobi | 2025

- Assisted in **sales operations** ensuring smooth order processing and customer satisfaction.
- Managed **stock levels and inventory tracking**, ensuring accurate restocking.
- Conducted **market research** to identify customer needs and improved sales strategies.
- Contributed to achieving sales targets through effective **communication and negotiation**.

DMS Superuser Intern – Wamuti Distributors Ltd

📍 Nyeri | 8/2022 – 12/2022

- Performed **data entry and analysis** within the DMS to support business decision-making.
- Installed, configured, and maintained **computer hardware, software, systems, and networks**.
- Provided **real-time technical support** for hardware, software, and networking issues.
- Trained and supported staff on **DMS usage**, improving adoption and efficiency.
- Ensured timely response to IT service issues and minimized downtime.

Education

Diploma in Information Communication Technology

The Nyeri National Polytechnic | Nyeri | 2025

- Coursework: Full-Stack Development, Cloud Computing, Network Security
- Awarded for **Outstanding Performance in ICT**
- Member: ICT Professionals Union & Software Developers Association

Certifications

- **Kenya Certificate Of Secondary Education (KCSE)**
- **Software Engineer – Back End (ALX Africa)**
- **Certificate of service - Veew Distributors LTD**

Project & Achievements

Portfolio Redesign

- Modernize personal portfolio with a focus on clean UI and smooth UX.

Alx Learning Platform

- Built RESTful API, authentication, and integrated front-end with back-end.

Freelancer Web Apps

- Developed customer web applications for clients including e-commerce and business websites.

Hobbies & Interests

- Coding & Web Development
- Drawing & Creative Design
- Reading Tech & Business Literature

Referees

Patrick Wanjau – Software Engineer

✉@ pat.wanjau@gmail.com | ☎ +254 725 313 338

Mwangi Agnes – Head of Department, Computer Science & Networking, The Nyeri National Polytechnic

✉@ hodcsn@thenyeripoly.ac.ke | ☎ +254 773 686 436