

# ■ Timothy Kamau - ICT Support specialist

## Contact Information

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🌐 Portfolio: [timokama.github.io](http://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

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

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