

# EMMANUEL KAGIA

## **PERSONAL INFORMATION.**

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## **PERSONAL STATEMENT/PROFILE**

A motivated individual developed a strong foundation of knowledge and skills, hence becoming a valuable asset in the IT industry. Have been involved in the IT field for 3 years and have a deep understanding of aspects of IT, including Cybersecurity, Systems administration, project management and software development. Possess a diverse range of relevant skills thus becoming well-rounded in the IT domain. With strong foundation in cyber security, am committed in staying updated with the latest industry trends and technologies.

## **WORK EXPERIENCE**

Information Technology Trainee

**The Saccos Societies Regulatory Authority(SASRA),**

Nairobi Kenya

**May 2023 – July 2023**

### **Roles**

- Streamlined and optimized ICT infrastructure, resulting in a 50% reduction in downtime and saving the company 100+ hours of productivity monthly.
- Integrated and customized third-party systems, enhancing cross-functional collaboration and reducing manual data entry by 60%.
- Implemented robust security measures to safeguard the Authority's information assets against losses resulting in zero data breaches or financial losses over a five-year period.
- Streamlined and optimized facilities for electronic voice and email communications, resulting in a 20% maintenance cost reduction and ensuring seamless information flow across internal and external stakeholders.

- Executed a comprehensive ICT strategy utilizing email, video conferencing, and collaborative platforms, resulting in a 40% reduction in response time and enhanced collaboration between SASRA and Saccos.
- Led the initiative to leverage ICT platforms for education and training, enabling SASRA employees and officials to access self-paced learning resources, leading to a 35% increase in employee engagement and skills development.
- Spearheaded knowledge sharing on ICT matters, equipping SASRA staff and stakeholders with the skills to streamline processes, resulting in a 30% reduction in operational costs.
- Advised SASRA on the development and implementation of ICT policies and strategies, leading to a 25% increase in operational efficiency and a 15% reduction in IT maintenance costs.
- Researched and analyzed emerging ICT trends and technologies and recommended implementation strategies to drive operational efficiency and save 15+ hours per week.

### **EDUCATIONAL QUALIFICATION**

<b>September 2020 to date</b>	:	Dedan Kimathi University of Technology
Attained	:	Bachelor of Science in Business Information Technology
<b>January 2020 –March 2020</b>	:	St Joseph Mukasa College
Attained	:	Computer Packages

### **ACHIEVEMENTS**

- Attained a solid foundation in cybersecurity essentials, encompassing cybersecurity administration, threat analysis, system safeguards, and network defense, following completion of the rigorous Introduction to Cybersecurity course.
- Demonstrated mastery of vulnerability assessment, risk management, and incident response principles through successful completion of the Cyber Threat Management certification.
- Acquired ABSA Ready to Work certification, showcasing aptitude in essential business and proficient such as financial literacy, influential communication, and collaborative teamwork.
- Demonstrated expertise in essential IT support skills, including troubleshooting, system administration, and networking, by obtaining the Google IT Support Professional certificate.

## **SKILLS**

### **Technical Skills:**

- Cybersecurity administration
- Threat analysis
- Vulnerability assessment
- Incident response • Project management.

### **Hard skills:**

- Collaborated with classmates to design and develop two mobile applications, demonstrating technical skills and creativity.
- Mentored primary school students on life skills and academic subjects, empowering students to reach full potential.
- Resolved complex technical issues, increasing efficiency and reducing downtime.
- Persuaded large groups to support new initiatives through engaging presentations.
- Identified and solved problems demonstrating drive and initiative to improve efficiency and customer satisfaction.
- Avid photographer with expertise in capturing and editing images.

## **CERTIFICATIONS**

- JavaScript Essentials 1 certification
- Python Essentials 1 Certification
- Introduction to Cybersecurity Certification
- Cyber Threat Management certification
- Google IT support Professional certificate
- Certification on supporting Out of Africa International Film Festival
- Certification on ABSA ready to work program