

### About Me

Versatile IT professional with expertise in network administration, technical support, web development, and graphic design. Skilled in problem-solving, user support, and implementing innovative solutions. Committed to excellence and continuous learning in the rapidly evolving tech landscape.



## **Work Experience**

## **Tech Support, Optica**

Aug 2023 - Present Nairobi, Kenya

As an IT Support Specialist at Optica, I played a crucial role in maintaining and optimizing the company's technological infrastructure. My responsibilities encompassed a wide range of IT functions, demonstrating my versatility and comprehensive technical expertise. I provided end-toend support for hardware, software, and network issues, ensuring smooth operations across the organization.

A significant part of my role involved managing and maintaining critical systems. This included overseeing the network infrastructure, installing and configuring CCTV systems and access controls, and setting up IP phone systems to enhance internal communications. I also took charge of configuring and maintaining specialized eye checkup equipment, directly supporting Optica's core business operations. Server administration was another key responsibility, where I handled maintenance, updates, and security patching to ensure optimal performance and data protection.

In addition to these technical tasks, I developed and implemented an asset management system to efficiently track IT inventory. I managed user accounts and permissions, implemented robust cybersecurity measures, and played a key role in disaster recovery planning and business continuity efforts. My proactive approach involved regular system performance monitoring and suggesting infrastructure improvements to optimize IT services.

Throughout my tenure, I consistently demonstrated my commitment to knowledge sharing and user empowerment. I created comprehensive user guides and knowledge base articles, delivered end-user training sessions, and worked collaboratively on IT system deployments and upgrades. By staying current with industry trends and emerging technologies, I continually enhanced the quality and efficiency of IT support at Optica.

### CONTACT DETAILS

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### **SKILLS**

Network Administration Web Development Server Administration Computer Maintenance

# ICT Officer, Topmax Training College Aug 2022 - Jul 2023 Nairobi, Kenya

As the Head of ICT at Topmax Training College, I played a pivotal role in driving technological innovation and ensuring seamless ICT operations across the institution. My responsibilities encompassed a wide range of critical functions that significantly enhanced the college's technological infrastructure and educational capabilities.

One of my key achievements was the development and implementation of a comprehensive Student Portal using Laravel, JavaScript, and CSS. This full-stack web development project showcased my proficiency in both front-end design and back-end development. The portal featured robust user authentication, interactive features, and seamless data management, which greatly improved student engagement and streamlined administrative processes.

In addition to software development, I was responsible for designing and maintaining the college's network infrastructure. This included setting up and managing access points to ensure reliable Wi-Fi coverage throughout the campus, thereby facilitating seamless internet access for students and staff. I also implemented advanced networking solutions to enhance data transfer speeds and overall network security.

A significant part of my role involved introducing and managing innovative educational technologies. I spearheaded the implementation of a biometric teaching system, which revolutionized the way attendance was tracked and classes were managed. This system not only improved accuracy in record-keeping but also enhanced overall educational accountability.

Throughout my tenure, I collaborated closely with faculty and administration to identify technological needs and implement solutions that enhanced the teaching and learning experience. I provided technical support, conducted training sessions, and ensured that all ICT systems were operating at peak efficiency. My role was instrumental in positioning Topmax Training College at the forefront of educational technology, significantly improving the institution's ability to deliver high-quality, technology-enhanced education.

## **Education**

Undergraduate (Arts and Sciences), Computer Science Murang'a University of Technology Murang'a, Murang'a County, Kenya

Certificate (Arts and Sciences), CCTV Managemet Topmax Training College Nairobi, Nairobi County, Kenya