**ALLAN EDWARD MWAMUYE**

P.O.BOX 42125-80100, Mombasa

Tel: +254 727 768 501

Email: [mwamuyeallan@gmail.com](mailto:mwamuyeallan@gmail.com)

**CAREER PROFILE SUMMARY**

A results-driven ICT professional with broadband expertise in cross-functional IT methodologies and technicalities. I am adaptable and with a knack for handling all duties delegated to me with accuracy and utmost professionalism. I always endeavor to ensure the needs and interests of clients are always catered for. I have gained transferable skills in; system administration, network administration, troubleshooting, user support and technical support. I am committed to creating clear, easy-to-follow procedures and documentation that help businesses progress. Major highlights of my experience include; installing and configuring computer hardware, software, systems, networks, printers and scanners, monitoring and maintaining computer systems and networks, setting up accounts for new users and testing new technology and training students and junior staff members. My focus is to grow in my career and participate in activities that will see me not only exercise my skills and experience but also achieve the realization of objectives within the ICT Department.

**EDUCATION BACKGROUND**

* **Bachelors of Information Technology-** Kabarak University; 2015 to 2018.
* **Kenya Certificate of Secondary Education-** Ribe Boys High School; 2010 to 2013.

**PROFESSIONAL COURSES**

* **Cisco Certified Networking Associates (CCNA);** January to March 2018.

**KEY SKILLS AND COMPETENCIES ACQUIRED**

* **IT Technical support:** Experienced in monitoring and maintaining the computer systems and networks of an organization through installation and configuration of computer systems, diagnosing hardware and software faults and solving technical and application problems.
* **Systems Administration:** Skilled in the selection and disposal of redundant ICT equipment, performing regular data entry, data back-up and security checks.
* **Network Administration:** Efficient in designing and deploying networks and performing network address assignment, scheduling maintenance of the LAN and wireless connectivity and actively involved in the configuration and troubleshooting process.
* **Troubleshooting and Maintenance:** Proficient at maintaining computer network infrastructure to ensure optimal uptime and best service and enforce an up-to-date systems backup.
* **Technical expertise:** Experienced in providing technical expertise for IT network design, implementation, optimization and upgrade.
* **Set up and Maintenance**: Ability to install software programs or drivers, setting up networks of computers or printers, the configuration of switches and routers for wireless connections and LAN connection, setting up servers and administration and securing connections using various firewall technologies.
* **Communication** **and Interpersonal Skills**: Ability to communicate verbally and non-verbally by being effective and concise when giving presentations to audiences.
* **Planning and Organizing:** Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.
* **Team working skills**: Ability to work with a team of other colleagues in the implementation of work, organization and facilitation of regular opportunities.

**WORK HISTORY**

**I.T support Intern**

**Osho Chemicals Limited March 2024 to current**

**Duties and responsibilities**

* Handled Software installation, Data recovery, Network setup and troubleshooting. Familiarity with 802.11 standards (Wi-Fi) and WPA/WPA2 encryption.
* Regularly update and patch operating systems and applications.
* Monitor system performance and ensure optimal operation.
* Perform routine backups and recovery processes.
* Create and manage user accounts and access permissions on Active Directory.
* Provide technical support and training to users.
* Configure and maintain network infrastructure, including routers, switches, and firewalls.
* Implement and enforce security policies and procedures.
* Monitor for security breaches and respond to incidents.
* Manage antivirus and anti-malware solutions.
* Manage inventory of IT assets.
* Evaluate and recommend new technologies and tools.
* Maintain detailed documentation of system configurations, procedures, and changes.
* Ensure data integrity and availability in case of emergencies.
* Ensure systems comply with relevant laws, data protection policies and regulations.
* Managing devices using Microsoft Intune device center.

**I.T Support Intern**

**Sarova Whitesands Resort and Spa Dec 2023 to March 2024**

**Duties and Responsibilities**

* Installation, configuration, and troubleshooting of wireless networks. Proficiency in configuring routers, switches, and access points. Ability to troubleshoot network issues efficiently.
* Installation, configuration, and troubleshooting of wireless networks.
* Proficiency in structured cabling, patch panels, and cable management.
* Setup computer software and hardware troubleshooting and maintenance.
* Handled Software installation, Data recovery, Network setup and troubleshooting.

**Teacher and Technical support**

**The Silver Sands Academy May 2022 to Dec 2022**

**Duties and Responsibilities**

* Training students in computer introduction.
* Computer software and hardware troubleshooting and maintenance.
* Tracked and monitored the problem to ensure a timely resolution and also handled data entry jobs.
* Handled Software installation, Data recovery, Network setup and troubleshooting.

**Trainer**

**Weru Technical and Vocational College; February 2021 to April 2022**

**Duties and Responsibilities**

* Training students in computer programming and introducing students to computer networking.
* Training students in computer software and hardware troubleshooting and maintenance.
* Carrying out the yearly planned Technical Activities as per the laid down calendar.
* Follow-up the principles guidelines for training requirements and qualifications required for all students and technical staff
* Working effectively with workshop/ parts and technical managers to make sure of training assessments and identify training needs for students.
* Performing any other duties as assigned by the immediate supervisor.

**Content Supervisor**

**Kenya National Bureau of Statistics(KNBS); July to August 2019**

**Duties and Responsibilities**

* Trained all enumerators under my supervision and assignment of enumeration areas to enumerators.
* Liaised with the Chief to identify all special population groups.
* Undertook census enumeration in resampled households’ whist ensuring everyone in my supervision area has been enumerated.
* Conducted maintenance training and mentoring for the maintenance management for all maintenance level operations.

**Attaché**

**Techbiz Limited; January to April 2018**

**Duties and Responsibilities**

* Handled Software installation, Data recovery, Network setup and troubleshooting.
* Carried out QuickBooks installation and network setup and also performed Computer hardware and software maintenance.
* Provided technical support to end-users on a variety of issues and undertook both software and hardware upgrades.
* Tracked and monitored the problem to ensure a timely resolution and also handled data entry jobs.
* Provided administration support including responding to clients, processing and storage of correspondences, data entry, distributing incoming mails, processing outgoing mails and operating printers and copiers.
* Maintained the standard filing system for easy and quick document access and retrieval.

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