JAMES MUIGAI KAMAU

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OBJECTIVE

Dedicated and results-driven IT professional specializing in IT support, networking, and system management. Skilled in diagnosing, troubleshooting, and implementing IT infrastructure solutions that enhance performance and security. Adept at collaborating with cross-functional teams to deliver technology-driven efficiencies and ensure system reliability. Passionate about leveraging emerging technologies to optimize operations and deliver measurable business value.

TECHNICAL SKILLS

Systems & Infrastructure

- Operating Systems: Windows Server 2019, Windows 10/11, Linux.
- System Administration: Active Directory (ADUC), Group Policy, User & Access Management.
- Virtualization & Monitoring: Basic server monitoring, system performance tuning.

Networking

- TCP/IP, VLANs, DNS, DHCP.
- Routing & switching fundamentals.
- Network troubleshooting & diagnostics.
- Network device configuration (routers, switches).

Software & Enterprise Systems

- ERP Systems: Iscala ERP, SFA.
- Business Applications: Microsoft 365, Exchange Server 2019.
- POS Systems Administration e.g. Touché.

Software Development

- Programming: Java (OOP concepts, basic application development).
- Databases: SQL fundamentals (queries, joins, data manipulation).
- Application Logic & Debugging.
- Version Control: Git (basic workflows).

Data Analytics & Business Intelligence

- Data Analysis: Data cleaning, validation, and basic modeling.
- BI Tools: Qlik (dashboards, reports), exposure to BI concepts.
- Reporting: Operational and management reporting.
- Data Visualization principles (KPIs, trends, performance metrics).

Tools & Platforms

- Wireshark, Remote Desktop, AnyDesk.
- Microsoft Excel (advanced formulas, data analysis).
- phpMyAdmin (database management).

Security & Controls

- Antivirus deployment & endpoint protection.
- Access control & permissions management.
- CCTV installation, configuration, and monitoring.
- Data backup and cybersecurity practices.

PROFESSIONAL SKILLS
- Strong analytical and diagnostic abilities for complex IT issues.
- Excellent communication and documentation skills for technical reporting.
- High attention to detail with proven multitasking capabilities.
- Collaborative team player with leadership experience in IT coordination.
- Strong adaptability to new technologies and system environments.
- Time management and task prioritization under tight deadlines.

EXPERIENCE
PINS ENTERTAINMENT | June 2024 – November 2024
IT Support Officer
- Administered user access control across cashiers, supervisors, and management levels to ensure secure system usage.
- Restored system functionality during downtimes, reducing operational disruptions and improving service continuity.
- Managed billing records, including reprints, discounts, and voids while ensuring accurate VAT allocation and audit trail compliance.
- Monitored and maintained POS systems, printers, and routers, ensuring seamless connectivity and network efficiency.
- Provided end-user technical assistance for both software and hardware issues, ensuring quick problem resolution.
- Trained employees on proper system usage, contributing to improved productivity and reduced support calls.

- Coordinated between vendors and internal teams for technical upgrades and maintenance.
- Maintained employee attendance systems, ensuring timely updates and database synchronization

KENYA TEA PACKERS LIMITED (KETEPA) | December 2024 – July 2025
IT Support Specialist
- Oversaw system administration including DHCP configurations, user management, and Active Directory policies for network security.
- Maintained and supported multiple enterprise systems including Iscala ERP, Petty Cash System, Leave System, SFA, Qlik, Exchange 2019, and Factory Automation System.
- Provided Tier 2 and Tier 3 technical support across departments to minimize downtime and ensure reliable IT service delivery.
- Led diagnostics for DNS and network connectivity issues, successfully improving system stability and reducing email disruptions.
- Supported Yearlink and virtual meeting platforms to facilitate efficient communication across departments.
- Managed IT asset inventory and conducted proactive maintenance for computers, printers, servers, switches, and CCTVs.
- Implemented network-monitoring tools for early issue detection and performance optimization.
- Assisted in developing IT policies for data backup, access control, and cybersecurity awareness.
- Participated in system upgrades and migration projects to enhance performance and align with corporate IT standards.
- Collaborated with internal audit to ensure IT compliance and data integrity across systems.

CONSOLATA INTERNATIONAL UNIVERSITY | December 2025 TILL DATE
IT OFFICER
- Picked on software development of the dispensary management system.
- Participated in coming up and running Moodle LMS platform.
- Supporting students on course registration certificate issuing and access faults to the system.
- Supporting staff in different system issues including finances and salary payments.
- Making updates on the current running systems such as announcements to students and staff.
- Participated in planning upcoming marketing strategies for the institution.
- Creation and management of user profiles and rights on different CIU systems.
- Troubleshooting of network problems and IP configurations.

PROJECTS & ACHIEVEMENTS

- System Optimization (KETEPA): Enhanced ERP responsiveness through network reconfiguration and targeted hardware tuning, resulting in noticeably faster system performance.
- IT Asset Tracking Initiative: Designed and implemented a structured IT asset register that improved visibility, audit readiness, and maintenance planning.
- POS Network Restructuring: Reorganized device IP addressing and network layout, significantly reducing system conflicts and improving reliability.
- Employee Onboarding Automation: Streamlined ICT onboarding procedures, enabling faster and more consistent setup for new users.
- CCTV Expansion Project: Supported the deployment and integration of additional security cameras into a centralized monitoring environment.
- ERP Access & Security Review: Contributed to ERP permission reviews, strengthening system security while improving user efficiency.
- Moodle creation and setup at Consolata Interntional University

EDUCATION

- Bachelor of Business Information Technology – Mount Kenya University (2020 – 2023)
- CISCO Networking Modules – Completed (2022)
- Kenya Certificate of Secondary Education – Anestar Victory Boys High School (2016 – 2019)

REFERENCES

Lyon Muli – ICT Manager, Pins Entertainment, +254 795 425 174

Other referees available upon request.