Curriculum Vitae (CV)
Name: Brian Kirugu Ndwiga
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Professional Summary

Dedicated and adaptable Computer Science graduate with hands-on experience in customer-facing roles and a strong foundation in system administration, network management, and technical troubleshooting. Committed to maintaining secure and efficient IT systems, with a keen interest in supporting healthcare technology environments. Strong problem-solving skills and a commitment to delivering high-quality results.

Core competencies:

1. 1.Computer Networking(cisco routers, switches, and firewalls).
2. 2.Network Troubleshooting and Administration.
3. 3.Web Development (HTML, CSS, PHP, Python).
4. 4.Microsoft Office Suite(Word, Excel, Powerpoint, Outlook).
5. 5.Strong Analytical and Problem-Solving Skills.
6. 6.Ability to work under pressure and meet deadlines.
7. User Account & Access Management (Active Directory)
8. Cybersecurity Fundamentals
9. 7.CRM systems and VOIP systems.
10. 8.Operating Systems: Windows, Linux, Macos.

Technical skills

●Networking: Cisco IOS, Routing and Switching, Network security, TCP/IP, VLANs, VPNs

●Programming: HTML, CSS, PHP, PYTHON, Prompt engineering

●Tools: Wireshark, Packet tracer, Microsoft Office

●Graphic design: Adobe Illustrator, InDesign.

●Operating system: Windows, Kali Linux, ubuntu

●Basic knowledge of CRM systems (Salesforce, Zoho)

●Technical support and customer service

Certifications

Cisco Certified Network Associate.
Network security
Linux OS

Professional Experience:
IT Support and Software Development Intern
Zetech University, Nairobi, Kenya

Attachment Period: [2nd sept to 25th nov 2024]
● Performed troubleshooting and maintenance for hardware and software systems,
● ensuring minimal user downtime.
● I assisted in designing and deploying web applications using React and Python.
● Conducted database management tasks, including data entry, backups, and optimisation
● of queries in Mysql.
● Provided technical support to staff and students, enhancing user experience through
● effective communication and problem resolution.
● Collaborated on system upgrade projects to improve performance and reliability.
● Documented technical procedures and updates to maintain operational continuity.

Education:
2023-2024: Diploma of Science in Computer Science
Zetech University, Thika Road campus
•Relevant Coursework: Cybersecurity, Software Engineering, Web Development,
Data Structures
2020-2022: Pharmaceutical Science at St Joseph University, Dar es Salaam,
Tanzania
2016-2019: Githima Boys Secondary School
2008-2015: Rukubi Primary School

Projects & Achievements
●Network Setup and Configuration: Designed and implemented a secure network
infrastructure.
●Automation Script: Developed a Python script to automate data entry, typing, and saving
hours
●Of manual work
●Successfully optimised a Voip setup, improving call quality and system reliability.
●Assisted in deploying a CRM system, enhancing customer data management.
Certifications and Programs
●CCNA and computer security
●Linux by Cisco – Hands-on expertise in Linux administration.

Hobbies:
●I play rugby and handball
●Coding and testing systems
●Listening to music

References:

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