

FAITH MORAA SITEMBA

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Career Objective

To leverage my expertise in software development, system analysis and IT infrastructure to drive innovation and efficiency within a dynamic organization. Committed to solving complex technical challenges and contributing to the advancement of cutting-edge technologies while continuously enhancing my technical and leadership skills

Education and Professional Qualifications

Bachelor's degree in Information Technology (BIT)

Jomo Kenyatta University of Agriculture and Technology
2022-2025

Diploma in Information Technology(Credit)

Jomo Kenyatta University of Agriculture & Technology
2019 - 2022

Kenya Certificate of Secondary Education (Mean Grade C)

St Andrew Kaggwa Girls Secondary School
2009 - 2013

Professional experience.

National social security fund

IT Management Trainee

January 2020 - April 2020

Key Responsibilities:

- Configuration of printers and scanners
- Oracle database installation, configuration and updating
- Setting up users to wireless network
- Configuring switches and routers
- Network cable management
- Security operations and procedures
- Policy and access rights management

Skills Acquired:

- Proficiency in IT support and troubleshooting.
- Hands-on experience with system administration tools and software.
- Basic understanding of network security protocols and practices.
- Improved problem-solving and communication skills in a professional environment.

Tools/Technologies Used:

- Microsoft Office Suite
- Networking tools (e.g., Cisco Packet Tracer)
- Operating systems (e.g., Windows, Linux)
- Database management systems

Kenya Tea Development Agency**(KTDA) IT intern**

January 2024 - March 2024

Key Responsibilities:

- Assisted in the installation, configuration, and maintenance of IT hardware and software systems.
- Supported the IT team in managing the organization's network infrastructure, ensuring seamless connectivity.
- Provided technical support to staff across various departments, troubleshooting hardware and software issues.
- Participated in data management tasks, including database updates, backups, and recovery processes.
- Contributed to IT system documentation and prepared user guides for software applications.
- Collaborated with the team to ensure adherence to IT policies and cybersecurity protocols.

Skills Acquired:

- Hands-on experience in network administration and troubleshooting.
- Knowledge of enterprise resource planning (ERP) systems.
- Proficiency in IT support and problem resolution.
- Understanding of IT policy implementation and data security measures.

Tools/Technologies

Used:

- Networking tools (e.g., Cisco Packet Tracer, Wireshark).
 - Operating systems (e.g., Windows Server, Linux).
 - Database management tools (e.g., MySQL, Microsoft Access).
 - Microsoft Office Suite and other productivity tools.
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Interests and Activities

- Passionate about leveraging technology to drive social impact and enhance community development.
 - Actively involved in volunteering projects that focus on digital literacy and bridging the technology gap in underserved communities.
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References

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