

# **FAITH MORA A 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

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## **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

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## **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**

- Sharon  
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