

**GEORGE R. MUTHIKE**

## **CONTACT INFORMATION**

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Location: Nairobi, Kenya

GitHub: <https://github.com/georgeklaus>

Portfolio: <https://my-portfolio-blush-delta-44.vercel.app/>

## **PROFESSIONAL SUMMARY**

I am a motivated and tech-savvy IT student with a strong foundation in IT infrastructure, technical support, and digital transformation. Proficient in troubleshooting hardware/software issues, maintaining computer networks, and ensuring smooth IT operations. Passionate about leveraging technology to improve efficiency and optimize system performance. Adept at working in dynamic environments, collaborating with teams, and delivering innovative solutions.

## **CORE SKILLS AND COMPETENCIES**

### ***Technical Skills***

- IT Support: Diagnosing and troubleshooting technical issues in hardware, software, and

networks.

- System Administration: Managing and maintaining IT infrastructure, ensuring optimal performance.
- Networking: Knowledge of TCP/IP, LAN/WAN configurations, and network troubleshooting.
- Cybersecurity: Understanding of security best practices, firewalls, and data protection.
- Database Management: Experience with MySQL, PostgreSQL, and SQLite.
- Web Development: Proficient in HTML, CSS, JavaScript, and PHP.
- Data Analysis: Strong knowledge of Python, SQL, and visualization tools.

### *Professional Competencies*

- Customer Service: Strong ability to assist users with IT-related concerns.
- Problem-Solving: Quick resolution of technical challenges to ensure minimal downtime.
- Teamwork & Collaboration: Works effectively with teams to achieve organizational goals.
- Time Management: Efficient in handling multiple tasks and meeting deadlines.

## **EDUCATION**

### **Bachelor of Science in Information Technology** (*Ongoing*)

Multimedia University of Kenya

Focus Areas: Networking, database management, and software development

### **Web Development**

## Power Learn Academy, 2023

Designed and deployed fully functional websites tailored to client needs, focusing on responsive design and user experience.

## Certification in Technical Writing

AIRANDS College (2022 – 2023)

Advanced training in research, documentation, and analytical writing.

## PROFESSIONAL EXPERIENCE

### *IT Support & Web Developer | Power Learn Academy (2023 )*

- Provided IT support by troubleshooting and resolving technical issues for students and staff.
- Managed software installations, updates, and security patches to maintain system integrity.
- Assisted in digital transformation initiatives, improving IT workflow and efficiency.
- Developed and optimized websites, ensuring responsiveness and user-friendliness. *Data*

### *Analyst & IT Assistant (2022 – 2023)*

- Analyzed system performance metrics and provided insights for IT improvements.
- Assisted in managing database systems, ensuring data security and accessibility.
- Developed interactive dashboards for performance monitoring and reporting.
- Collaborated with IT teams to enhance system security and efficiency.

## KEY PROJECTS

- **IT Helpdesk System** – Developed an internal IT support system to track and resolve technical issues efficiently.
- **Expense-Tracker App** – Created an app for tracking daily expenses with data visualization.

## ADDITIONAL INFORMATION

**Certifications:** A+ (In Progress), MCITP (Planned)

**Languages:** Fluent in English and Swahili

**Hobbies:** Technology exploration, content creation, and aviation trends