SHADRACK KAMAU

ICT Support Engineer

About Me

Skilled and knowledgeable IT Specialist. Advanced knowledge of computer information technology. Bsc. Information Science (IT Option) degree and more than four years of ICT Specialist experience.
Proven skills in troubleshooting and solving underlying ICT. Ability to understand and solve problems,
and find the best solutions through troubleshooting, critical thinking, communication and teamwork, planning, and goal-setting acumen to achieve objectives

Contacts

📞 +254714065340

✉️ njerishadrack@gmail.com

📍 Nairobi, Kenya.

Expertise

- Software Expertise
- Network Administration
- Point-of-Sale Systems
- Managing Networks
- Data Management(Mysql, MSSQL)
- Systems Security(Firewal & Virus Detection and Prevention)
- ICT User Support.

Skills

Software Design ▬▬▬▬ 78 %

Project Management ▬▬▬▬ 81 %

Experience

Evacom Systems and Supplies
IICT Assistant – May 2019 – To Date

Tasks involved **setting up a network** to share resources like printers securely. It includes LAN, WAN, access permissions, network monitoring, **maintenance**, and computer repair. Additionally, it mentions configuration for routers and **ETR** machines, along with records management.

Belcom Systems Solutions, Nairobi.
ICT Support– August 2018- April 2019

Tasked with s a wide range of IT skills, from setting up networks (cabling, troubleshooting) and fixing devices (printers, software) to securing facilities (CCTV) and managing data (databases, user support). It basically covers everything to keep an organization's IT systems running and users happy.

Education

Moi University (Main)
Bachelor of Science in Information Sciences (IT option).23rd October 2013 – 20th August 2018

Nyahururu Boys High School
Kenya Certificate of Secondary Education (KCSE) (B+

Certifications

- Google Technical Support Fundamentals Certificate-
- Google System Administration and IT Infrastructure Services
- CCNA v7 200-301
- Application Security Engineer IBM
- Database Management