Grace Muthui

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Personal Summary

Motivated and detail-oriented IT professional with hands-on experience as an IT Support Intern and Enumerator. Skilled in troubleshooting hardware and software issues, providing user support, and collecting and managing data in the field. In addition to practical IT support experience, I have developed strong backend development skills using Django and gained foundational cloud computing knowledge with AWS. Currently building real-world projects that demonstrate my ability to create scalable web applications and leverage serverless cloud services. Eager to contribute to dynamic teams and grow in a technology-driven environment.

Skills

- RESTful apis
- Team collaboration
- Serverless computing
- Unix/Linux Systems
- Technical support and assistance
- Systems maintenance
- Data collection

Experience

10/2024 - 11/2024
Data Collector Enumerator, **Ministry Of Labour And Social Protection**, Nairobi, Kenya

- Collected and organized materials and data for research reports, publications and program information.
- Visited homes or places of business to conduct studies or collect data.
- Conducted data collection in multiple languages based on participant choice.
- Explained survey objectives and procedures to interviewees, interpreting survey questions to help with comprehension.
- Scheduled and conducted interviews to support data collection.
- Stayed on top of daily workload with speed and efficiency.
- Established rapport with study participants to encourage complete responses and continued participation in study.
- Met with supervisor daily to submit completed assignments and discuss progress.

05/2022 - 08/2022
IT Technical Support Intern, **Kenya Medical Training College**, Nairobi, Kenya

- Provided timely and prompt responses to and resolutions for technology service issues and requests.
- Demonstrated excellent time management skills, prioritising and coordinating multiple open cases at once.
- Troubleshot system and network problems, diagnosing and resolving hardware and software faults.
- Monitored IT equipment levels and anticipated future demand, ordering new equipment when needed.
- Built and maintained good working relationships with colleagues across business to increase IT support capabilities.
- Addressed minor internal software problems and shortfalls, reporting and escalating to IT Manager to resolve more complex issues.

- Resolved technical and application problems via helpdesk both over phone and in person.
- Installed and configured computer hardware operating systems and applications.
- Prepared, organised and coordinated IT support for client seminars, conferences and other events.
- Confirmed all system software was correctly licensed and being used accordingly.
- Proactively conducted maintenance for businesses, including IT systems maintenance, antivirus installation, Windows and application updates.
- Completed set up tasks for companies, including installing and configuring PCs, phones and printers.
- Successfully diagnosed and resolved hardware, software and application faults to maintain stability.

Education

Bachelor Of Science, Computer Science
Catholic University Of East Africa, Langata, Nairobi

- Attained Second Class Honors-Lower Division

KCSE, Kenya Certificate in Secondary Education
Muthale Secondary School, Kitui
Attained a B grade

KCPE, Kenya Certificate in Primary Education
St Pauls Neema Academy, Mwingi
Attained 390 marks

Websites, Portfolios, Profiles

- www.linkedin.com/in/grace-muthui-b33730230
- https://github.com/gragra-kj

Certifications

- Python & Django REST API Bootcamp - Build A Python Web API (UDEMY)
- Introduction to Cloud Computing on AWS for Beginners [2025] (UDEMY)
- Ultimate Java (CODE WITH MOSH)

Programming And Web Development

- Python and Django for backend development
- Django REST Framework
- AWS serverless services such as Lambda, API Gateway, S3, and DynamoDB.
- Git and GitHub for collaborative development.
- HTML, CSS, JavaScript

Reference

- Nelson Rono
  ICT Officer: Kenya Medical Training College
  Mobile: 0726 470140
  Email: nrono@kmtc.ac.ke.
- DR. Nicodemus Aketch Ismael
  Lecturer: Catholic university of Eastern African, Nairobi
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