

Resume-Hillary Nthome

 hillarynthome97@gmail.com

 GitHub  Portfolio  LinkedIn  0797259596

PROFESSIONAL SUMMARY

Highly skilled ICT Officer with over four years of experience in IT support, system administration, network management, and software development. Proven ability to troubleshoot technical issues, enhance IT infrastructure, and implement digital solutions. Strong background in web development, computer hardware maintenance, network security, and user support. Adept at training staff, managing IT assets, and ensuring compliance with industry best practices.

TECHNICAL SKILLS

➤ IT Support & Troubleshooting

Providing technical assistance to users, diagnosing, and resolving software, hardware, and network issues.

Managing helpdesk tickets, prioritizing requests, and ensuring timely resolutions.

➤ Network Administration & Security

Configuring and maintaining LAN, WAN, and VPN connections for secure data transmission.

Implementing firewall configurations, intrusion detection systems (IDS), and security policies to prevent cyber threats.

➤ Website & System Development (PHP, JavaScript, Laravel, Node Js, Python)

Designing, developing, and deploying web applications using modern frameworks (Laravel, Node.js,).

Integrating APIs, databases, and third-party services to enhance functionality.

➤ Hardware & Software Maintenance

➤ Microsoft 365 & Active Directory Management

➤ Digital Marketing & Social Media Management

Creating and managing content for social media, email campaigns, and websites.

➤ CCTV, Database & Data Security Management

Managing SQL, MySQL, and PostgreSQL databases, ensuring data integrity and backups. Implementing data security protocols, encryption, and disaster recovery plans.

➤ Training & End-User Support

Conducting IT training sessions for staff on new software, security best practices, and system usage.

➤ Soft Skills

I possess strong problem-solving abilities, excellent communication skills, adaptability to new technologies, and a proactive approach to teamwork and customer support.

PROFESSIONAL EXPERIENCE

Kenya National Examination Council (KNEC)

>Data Capture Officer |

2024

- Processed and analyzed examination data, ensuring accuracy and security.
- Provided technical support for IT systems used in data capture.
- Ensured backup and data recovery measures were in place.

WEEE Centre

ICT Officer and Trainer |

2024

- Managed the IT infrastructure, ensuring system uptime and security.
- Provided technical training to staff on software usage and cybersecurity, e-waste management.
- Implemented IT asset management strategies to optimize resource use.

ICT Authority

ICT Support Specialist |

2022 – 2023

- Assisted in the deployment and management of government ICT projects (Ajira program, Digital literacy program, Establishment of the E-waste collections center).
- Provided technical support to ministries and government agencies.
- Monitored and ensured data security compliance in IT infrastructure.

- Developed and maintained web applications, supported software deployment, and ensured system security.
- Assisted in developing and testing web applications using PHP, JavaScript, and React.
- Collaborated with senior developers in system design and implementation.

Petanns Technical Training Institute

ICT Officer & Trainer |

2022

- Conducted IT training programs for students and staff on software and hardware.
- Maintained and upgraded computer labs to support academic programs.
- Provided troubleshooting and technical support for IT-related issues.
- Developed Internal student registration system ensuring student details are up to date and secure.

Kenya Red Cross Society

ICT Officer |

2018 & 2021

- Provided technical support for staff, ensuring smooth operation of IT systems.
- Managed network infrastructure, ensuring secure and reliable connectivity.
- Developed and maintained organization databases and website updates.

PROJECTS & ACHIEVEMENTS

- **Developed an automated E-Waste Management System** to streamline operations at The ICT Authority, E-waste Centre
- **Optimized ICT infrastructure** at Petanns Technical Training Institute, reducing downtime by 30%.
- **Enhanced cybersecurity** measures at the Kenya Red Cross Society to protect sensitive data.
- Successfully **trained over 100+ individuals** on IT security, software management, and networking.
- My portfolio: [Hillary portfolio](#)

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Information Technology

Mount Kenya University

Diploma in Information Technology

Mount Kenya University

CERTIFICATIONS

PRINCE2 Project Management Certification

System Administration & IT Infrastructure (Coursera)

Technical Support Fundamentals (Coursera)

Mount Kenya University



Upon the recommendation of the Senate and the authority of the University Council, hereby confers upon

NTHOME H N MASUNZE

the degree of

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

with

SECOND CLASS HONOURS - UPPER DIVISION

at a congregation held at this University on the tenth day of December in the year Two Thousand

and Twenty One,

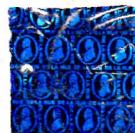
with all rights and privileges thereunto appertaining, in witness whereof we have affixed our signatures and the seal of the University

Registrar
Academic Administration

Vice-Chancellor

Deputy Vice-Chancellor
Academic & Research Affairs

Cert No: 0 21 08157



Mount Kenya University



This is to certify that

NTHOME H N MASUNZE

having satisfied all the requirements was awarded

DIPLOMA IN INFORMATION TECHNOLOGY

with

DISTINCTION

with all rights and privileges thereunto admitted to the award

*at a congregation held at this University on the
seventh day of December in the year Two Thousand*

and Eighteen,

*in testimony whereof have affixed our signatures and the seal
of the University*

Registrar
Academic Affairs

Vice-Chancellor

Deputy Vice-Chancellor
Academic & Research Affairs



Cert No: 0 18 07338



The Kenya National Examinations Council



KENYA CERTIFICATE OF SECONDARY EDUCATION

This is to certify that the candidate named below sat for the Kenya Certificate of Secondary Education examination in the subjects shown and attained the grades indicated.



12301719/025

NAME: NTHOME H N MASUNZE
MIKUNI SECONDARY SCHOOL

SUBJECT

101 ENGLISH
102 KISWAHILI
121 MATHEMATICS
231 BIOLOGY
233 CHEMISTRY
311 HISTORY AND GOVERNMENT
451 COMPUTER STUDIES

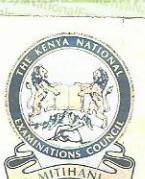
GRADE

C+ (PLUS)
C+ (PLUS)
D+ (PLUS)
B- (MINUS)
C (PLAIN)
B+ (PLUS)
C (PLAIN)

SUBJECTS NAMED SEVEN MEAN GRADE C+ (PLUS)

EXAMINATION OF YEAR 2015

PRINTED : 161013:13121105



Chief Executive Officer
Kenya National Examinations Council

This is a secure document printed using special paper and inks.
Please hold it up to the UV light to verify that the word BARAZA LA MITIHANI and the "ORIGINAL" embedded thread can be seen through the paper.
Not valid without a hologram.

(See overleaf for conditions of issue)


Chairman
Kenya National Examinations Council

KCSE/ 15 1558922





Feb 17, 2023

HILLARY NDETO MASUNZE NTHOME

has successfully completed

Introduction to Relational Database and SQL

an online non-credit project authorized by Coursera Project Network and offered through Coursera

Harrison Kong
Subject Matter Expert / Instructor
Coursera Project Network

PROJECT CERTIFICATE



Verify at:
<https://coursera.org/verify/5DWM8SP52AL>

Coursera has confirmed the identity of this individual and their participation in the project.



Apr 12, 2023

HILLARY NDETO MASUNZE NTHOME

has successfully completed

Get Started with Adobe Illustrator

an online non-credit project authorized by Coursera Project Network and offered through Coursera

Monica Iñes Heredia

Monica I Heredia
Social Media Specialist and Content Creator
Telecommunications

PROJECT CERTIFICATE



Verify at:
<https://coursera.org/verify/RRDN4CN4ACLR>

Coursera has confirmed the identity of this individual and their participation in the project.

CERTIFICATE

OF ACHIEVEMENT



— This is to certify that —

Has successfully fulfilled the requirements of the below mentioned course

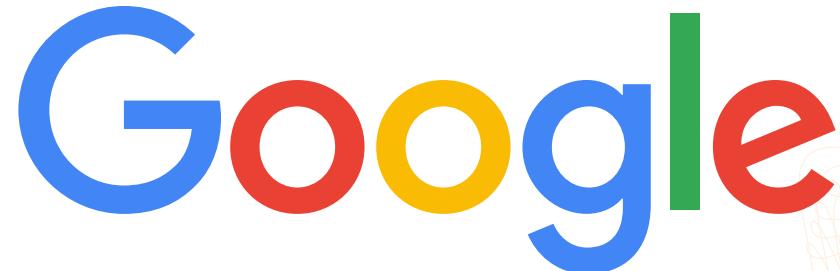


A handwritten signature in black ink.

Authorized Signature

Date Awarded

CERTIFICATE NUMBER



Mar 2, 2023

HILLARY NDETO MASUNZE NTHOME

has successfully completed

System Administration and IT Infrastructure
Services

an online non-credit course authorized by Google and offered through Coursera

Google

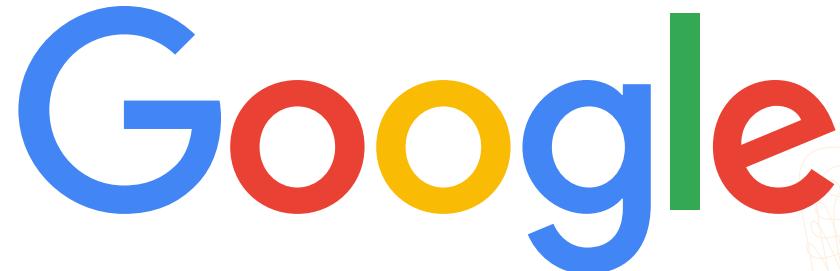
Google

COURSE CERTIFICATE



Verify at:
<https://coursera.org/verify/MAX52TEBRZQ9>

Coursera has confirmed the identity of this individual and their participation in the course.



Apr 8, 2023

HILLARY NDETO MASUNZE NTHOME

has successfully completed

Technical Support Fundamentals

an online non-credit course authorized by Google and offered through Coursera



Google

COURSE CERTIFICATE



Verify at:
<https://coursera.org/verify/KXLTQQBG5TD8>

Coursera has confirmed the identity of this individual and their participation in the course.

ICTA/PIC/PDTP/4/Vol.40 (232)

21st March, 2024

TO WHOM IT MAY CONCERN

RE: RECOMMENDATION LETTER - HILLARY NDETO MASUNZE NTHOME (PDTP REF NO: PDTP/CVII/202222793)

This is to confirm that **Hillary Ndetu Masunze Nthome**, Specialized in **Software development & AI** was an intern under the Presidential Digital Talent Programme (PDTP) Cohort VII from **05th November, 2022 to 06th December 2023**. The Presidential Digital Talent Programme (PDTP) is a transformative initiative of the Ministry of Information Communication and Technology, implemented by ICT Authority.

It was launched by His Excellency the President on 10th February, 2015 with the objective of sustainably building the next generation of globally competent ICT leaders through practical training and professional certification of talented but unemployed ICT and Engineering graduates.

In 2022, 400 recent ICT graduates on boarded the programme for a period of 12 Months. Hillary was one of them and was deployed to **ICT Authority - National Refurbishment, Assembly and E-waste management Programme**, for public sector attachment where he was engaged in practical learning in the following: -

1. Participated in digital literacy program as a trainer.
2. Developed the workers manual at eWaste and took part in the receiving, verification, sorting, storing and testing eWaste device.
3. Designing the e-waste system,
4. Developing e-waste system,
5. Training Tvets on digital skills,
6. Citizen digital skills training,
7. eWaste management at the e-waste center,
8. eWaste testing and repair, hardware and software maintenance,
9. Technical support and maintenance,
10. Research on work assigned by supervisor, KNEC data capture.

He also undertook the following training and certifications:

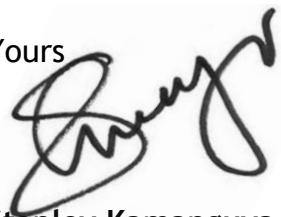
- a) eWaste handling and maintenance management by the WEEE Center
- b) Google Project Management
- c) Technical support fundamentals
- d) Google UI/UX design
- e) Foundations of cyber security
- f) Tools of trade Linux and SQL
- g) Introduction to Relational Database and SQL
- h) Get started with Adobe Illustrator.
- i) Advanced Excel
- j) Cyber security awareness
- k) Prince2 Agile
- l) Huawei Cloud Computing and Storage

- m) System Administration and IT Infrastructure,
- n) UI/UX Design in Figma

During the 12 Months Internship period with Hillary, I did not receive any information damaging his character or integrity from his supervisors. In view of this, I recommend him for consideration for a relevant vacant position at your organization.

Please do not hesitate to contact us if you need any further information regarding Hillary via pdtp@ict.go.ke

Yours



Stanley Kamanguya, OGW
CHIEF EXECUTIVE OFFICER



**Kenya
Red Cross**

KENYA RED CROSS SOCIETY

Patron	- H.E Hon. Uhuru Kenyatta, C.G.H President and Commander in Chief of the Defence Forces of Republic of Kenya
Governor Machakos County Branch	- Mr. Francis Masika Kenya Red Cross Machakos Building along NRB - MKS Highway

Mks/G/Vol.20/94

8th September, 2021

To whom it may concern

Dear Sir/Madam,

NTHOME H N MASUNZE - ID NO. 34154953

This is to certify that Nthome H N Masunze was attached at Kenya Red Cross Machakos County Branch from May 2021 to- August 2021.

During this period, he proved to be high integrity, reliable, hardworking, keen, a team player and comfortable to work with. He has the ability to work under minimum supervision, prioritize workload and perform under pressure. He has observed all rules and regulations while in the organization.

During his stay here, Nthome, has been instrumental in implementation of the following activities:

- Assisted in the youth resource center in various capacities such as
 - Hardware and software maintenance
 - Network administration
 - Network troubleshooting and configuration
 - Acted as the IT technician at the organization
 - DOT computer class facilitation.
- General organizational development support

Kindly accord him any necessary assistance that may enable him develop his career. We wish him well in his future endeavors.

For any inquiries do not hesitate to contact the undersigned or the Kenya Red Cross Society, Machakos County Branch.

Yours faithfully,

SUSAN S.SILI
COUNTY COORDINATOR





**Kenya
Red Cross**

KENYA RED CROSS SOCIETY

Patron

- H.E Hon. Uhuru Kenyatta, C.G.H
- President and Commander in Chief of the Defence Forces of Republic of Kenya
- Governor
- Dr. Mohamud Said
- Machakos County Branch - Kenya Red Cross Machakos Building along NRB - MKS Highway

MKS/G/VOL.17/024

7th August, 2018

To whom it may concern

Dear Sir/Madam,

MASUNZE NTHOME H N – ID No: 34154953

This is to certify that the above mentioned has served as an intern and later a volunteer for the Kenya Red Cross Machakos Branch.

During his stay here, Hillary has been instrumental in implementation of the following activities:-

- Network administration and troubleshooting network problems
- Blowing the machines hence ensuring that they are in good working condition
- Facilitating computer classes for the Digital Opportunity Trust (DOT) students
- Making new Ethernet cables by crimping the rj45 to the cables
- Installing new operating systems to the different computers that need new OS and activating them.
- Installing the required drivers in the computers
- Supporting the staff in any area where they have problems that require my level of expertise
- Ensuring that all the computers are in good working condition.
- Checking and repairing computers with hardware & software problems.

It is from this background that we recommend Hillary as an industrious, self-driven and invaluable team player with a keen interest in learning.

For any inquiries do not hesitate to contact the undersigned or the Kenya Red Cross Society, Machakos Branch.

Yours faithfully,

**GIDEON MUTUA
COUNTY COORDINATOR**