Name: MUTUGI JAMES NJOGU

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Career Objective

Seeking a challenging career with progressive organization that provides an opportunity to capitalize my technical skills and abilities in the field of Mathematics and Computer Science. Driven personable, with strong academic results. Able to translate complex technical problems into plain language and think creatively to build solutions from scratch.

Education

Bachelor of Science in Mathematics and Computer Science
Kenya Methodist University
September 2021 to April 2024

Professional Summary

A highly motivated and skilled programmer with a strong foundation in multiple programming Languages and Operating Systems. Recognized for completing certifications and courses that demonstrate my commitment to mastering the tech industry standards and practices.

- Successfully obtained a programming preparation Certificate from Moringa School and a Cisco C++ Certification that supports my understanding of advanced programming concepts.
- Proficient in JavaScript, Python, PHP and C++, with the ability to apply these languages effectively in various projects and environments.
- Experience in Data Analysis with experience with Data Cleaning & Wrangling (Excel, SQL, Python) Database Management (MySQL) Data Visualization (Power BI, Tableau, Excel Dashboards).
- Experience as IT Application Support Manager
- Experience as IT Support at an Audit firm
- Experience as Customer Care and Technical Support at Internet Service Provider Industry.

Work Experience

1. Mgeni Online Limited

Results-driven IT Support Manager with strong expertise in systems administration, cloud-based SaaS platforms, data protection compliance, and technical support leadership. Currently leading IT operations at MGENI APP, a secure Digital Visitor Management System provider registered with the Office of the Data Protection Commissioner (ODPC). Skilled in cloud infrastructure management, cybersecurity best practices, user access control, and client technical support across multi-sector institutions. Proven ability to implement secure digital systems that enhance operational efficiency and regulatory compliance.

IT Support Manager

Nairobi, Kenya
2024 – Present
MGENI APP is a Kenyan-based secure Digital Visitor Management System (VMS) provider delivering cloud-based SaaS solutions compliant with the Data Protection Act 2019 and registered with the Office of the Data Protection Commissioner (ODPC).

Key Responsibilities:
- Lead IT support operations for the MGENI Digital Visitor Management System across multiple client institutions.
- Oversee system deployment, onboarding, and configuration of digital check-in & check-out platforms.
- Manage cloud-hosted SaaS infrastructure ensuring 99% uptime reliability.
- Implement and maintain secure data processing systems in compliance with Kenya's Data Protection Act (2019).
- Administer user access control, role-based permissions, and data security protocols.
- Provide technical support and troubleshooting for clients across hotels, corporate offices, and institutions.
- Monitor and maintain admin dashboards for visitor analytics and reporting.

- Support asset control tracking systems for devices and equipment entering premises.
- Conduct system training for client administrators and end-users.
- Coordinate system upgrades, feature enhancements, and performance optimization.
- Maintain backup systems and disaster recovery procedures.
- Liaise with developers to identify and resolve bugs or system vulnerabilities.
- Ensure compliance with ODPC data processor registration requirements.

2. **Ronald's LLP Audit Firm:**

IT Support and Technician

- **Google Workspace Implementation and Training:** Successfully implemented and trained employees on Google Workspace applications (Gmail, Calendar, Drive, Docs, Sheets, Slides) to enhance collaboration and productivity.
- **Google Chat Implementation and Training:** Implemented and trained employees on Google Chat for real-time communication and team collaboration.
- **IP Phone Management:** Managed and maintained the firm's IP phone system, ensuring optimal communication and call quality.
- **Troubleshooting and Problem Resolution:** Effectively troubleshot computer problems encountered by employees, providing timely and efficient solutions.
- **Network Management:** Managed and maintained the firm's internet infrastructure, ensuring reliable and secure network connectivity for all machines.
- **Hardware and Printer Management:** Managed and maintained company hardware, including laptops, desktops, and printers, to ensure optimal performance.
- **IT Assistance:** Provided technical support to employees across various departments, assisting them with daily work tasks and resolving IT-related issues.
- **IT Needs Assessment:** Responded to the diverse IT needs of the firm, identifying and addressing areas for improvement.
- **Software Maintenance and Upgrades:** Maintained and upgraded software applications used by the firm to streamline workflows and enhance efficiency.

Key Skills:
- Google Workspace Suite
- Xpm Management and Support
- Website Management and Search Engine Optimization (SEO)
- Network Administration
- Troubleshooting
- Hardware and Software Maintenance
- Customer Service

3. SpeedMax Net Internet Service Provider:
Customer Care Support and Technical Support
Dedicated and customer-focused customer care and technical support specialist with experience in the internet service provider industry. Skilled in troubleshooting network issues, resolving customer complaints and providing technical support to ensure seamless connectivity. Provided first-level customer support via phone, email, and live chat, resolving issues on first contact. Conducted troubleshooting for internet outages, slow speeds, and network interruptions.
Key skills
- Customer Service & Relationship Management
- Network Troubleshooting (LAN/WAN, Routers, Modems)
- Internet Connectivity Setup & Configuration
- Ticketing Systems (Zendesk, Freshdesk)
- Signal Management and Support
- Technical Support (Remote & On-site)
- Complaint Resolution & Escalation Handling
- Installation & Maintenance of ISP Equipment
- Communication & Interpersonal Skills

4. Mashreeq Investments Limited:
Procurement & Tendering Officer
Detail-oriented Procurement and Tendering Professional with strong experience in preparing, coordinating, and submitting compliant bids for international tenders, including UN agencies, NGOs, and public-sector organizations. Proven ability to manage technical proposals, financial pricing, compliance documentation, manufacturer authorizations, and post-bid clarifications while ensuring full adherence to procurement regulations and deadlines. Strong analytical, negotiation, and documentation skills
Key skills
- Prepared and submitted **complete tender packages** for international procurement opportunities, including UNDP, UNICEF, FAO, IOM, and government entities.
- Developed **technical proposals**, compliance matrices, and catalogues in line with tender specifications.
- Prepared **financial offers**, price schedules, and cost breakdowns ensuring accuracy and competitiveness.
- Coordinated with **manufacturers and suppliers** to obtain authorization letters, warranties, certificates, and technical datasheets.
- Managed **clarification requests** from evaluation committees and drafted professional responses within tight deadlines.
- Ensured full compliance with **tender instructions, eligibility criteria, and submission formats**.
- Maintained organized records of bids, contracts, and supporting documentation.

Technical Skill.
- IT Support Management and Leadership.
- Saas Platform Administration.
- Cloud Infrastructure Support.
- **Web Development:** (HTML, CSS, JavaScript, SQL).
- **Web Development Tools:** (Visual Studio Code, WordPress).
- **Data Cleaning and Wrangling:**(Excel, SQL, Python).
- **Database Management:** (MySQL).
- **Data Visualization:** (Power BI, Tableau, Excel Dashboards).
- **Operating Systems:**(Windows, Ubuntu, Mac, Linux).
- **Core Programming Concepts:** Solid foundation in Structured Programming and Object-Oriented Programming, enabling efficient problem solving and code development.
- **Database Management:** Expertise in Advanced Database concepts, including database design, querying, and optimization.
- **Artificial Intelligence:** Knowledge of Artificial Intelligence principles and applications, such as machine learning and natural language processing.
- **Network Infrastructure:** Understanding of Network Hardware and Configuration, including network topologies, protocols, and troubleshooting techniques.

Web Development: Experience in Internet Application and Programming, involving the development of web-based applications and service

Personal Skills
- **Effective Communication:** Strong written and verbal communication skills, enabling clear and concise communication with colleagues and clients.
- **Organizational Excellence:** Highly organized and efficient, capable of managing multiple tasks and deadlines effectively.
- **Team Player:** Proven ability to work independently and collaboratively as part of a team, fostering a positive and productive work environment.
- **Leadership and Motivation:** Demonstrated leadership skills and ability to motivate and inspire others, driving team success and achieving goals.

Certifications

- Moringa Prep Programming Certificate.
- Cisco C++ Programming Certificate.
- Cisco java Programming Certificate

Projects

1. **Scarlet Limited Company Mobile App**
Final Year Capstone Project | Lead Developer
Technologies Used: HTML, CSS, JavaScript, PHP
Description: Spearheading the development of a comprehensive mobile application designed to streamline operations for Scarlet Limited, a leading manufacturer and supplier of detergents.
- Conducting thorough research and crafting a detailed project proposal outlining both general and specific objectives, alongside a clear blueprint of the app modules, adhering to the Software Development Life Cycle (SDLC) principles.
- Designing an intuitive admin interface using HTML, CSS, and JavaScript, and laying the groundwork for backend development with PHP.
- Demonstrating planning and design skills, as evidenced by the creation of an Entity-Relationship Diagram (ERD) to guide the app development phases.
- Achieved recognition for the proposal and awarded with a certificate.

2. Moringa Website Development Project

Role: Front End Developer

Technologies Used: HTML, CSS, JavaScript, GitHub

Description: Collaboratively designed and developed a user-friendly grocery-shopping website as part of a dynamic team during my tenure at Moringa College, where was awarded a completion Certificate.

- Enhancing front-end development skills through careful design and implementation, ensuring a Seamless user experience.
- Playing a pivotal role in team collaboration and project management by effectively utilizing GitHub for version control, task allocation, and integrating contributions from team members. Instrumental in promoting a culture of teamwork and innovation, leading to the successful delivery of the project within the stipulated timeframe.