James Kiongo Njihia

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Summary

A detail-oriented and customer-focused professional with experience in IT support, troubleshooting, and user communication. I excel at resolving technical issues, providing clear guidance, and ensuring customer satisfaction. My strong communication skills, combined with a passion for problem-solving, make me well-suited for roles requiring client interaction and support.

Education

Africa International University   May 2018 - July 2024

Information Technology   Bachelors

Experience

Alliance High School   May 2023 – August 2023

Information Technology Support Technician   Kikuyu, Nairobi

- Provided hands-on support by troubleshooting and resolving connectivity issues for users across multiple offices and laboratories.

- Communicated technical solutions clearly to non-technical staff, ensuring smooth and continued operations.

- Maintained and monitored internet access points, routers, and Wi-Fi extenders, improving system uptime.

- Worked collaboratively with team members to enhance network efficiency and customer satisfaction.

Skills

Languages

Python, Javascript, Typescript, Sql

Frameworks

React, Django, Flask, Node, Redux

Technical skills

Strong verbal and written communication skills, Troubleshooting and problem-solving

Certifications

Information and Communication Technology (ICT)   January 2018 - March 2018
Competence

Daystar University

Certificate in Information & Communication Technology in Daystar is a program where I learned about the industry computing infrastructure support, system, and data security as well as software development needs that arise because of Information Technology.

Projects	Trackani	December 2024 - Present

Trackani is a dynamic web application that allows users to discover, explore, and bookmark anime titles. Users can browse top-rated and seasonal anime, search by title, and filter results by genre, type, status, and rating. Each anime entry includes detailed information to help users find shows that match their interests. Registered users can create accounts, log in, and save anime to their personal watchlist for easy access. The app combines public anime data with a personalized user system to deliver a seamless and engaging experience focused on anime exploration and user interaction.

References	**Jared Mayieka Maranga**

HOD Information Technology, Africa International University.

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Leonard Kihara

Information Technology Technician, Alliance High School

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