

CURRICULUM VITAE

JOSEPH MUTHAMA GLORIA
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CAREER SUMMARY

As a highly skilled IT Specialist with experience in Technology, I am dedicated to optimizing technology solutions for organizations. I excel in network administration, cybersecurity, IT helpdesk support, database administration, server installation and management and have a proven track record of improving network efficiency, implementing robust security protocols. My commitment to staying current with emerging technologies ensures that I can provide innovative solutions to complex IT challenges. I thrive in collaborative team environments and am known for my ability to communicate technical concepts to non-technical stakeholders. I am very organized, and I am willing to learn new experiences. I am a motivated, adaptable and responsible individual who utilizes skills and knowledge gained through my education, and has a strong drive to see things through a cooperation. If you're seeking an IT Specialist who can drive technological excellence and contribute to your organization's success, I'm ready to deliver.

CAREER OBJECTIVE

High-energy and dedicated IT Technician experience of assisting colleagues in analyzing and problem-solving technical issues with workable solutions. Seeking an opportunity to apply strong conceptual and promotional capabilities in combination with diverse technology experience

and knowledge in an ever changing industry. Forward-thinking and team-oriented with a proven history of thinking strategically and initiating action to meet deadlines. Recognized by management and colleagues as an individual who takes on challenges and new responsibilities, and gets things done right.

SKILLS AND PERSONAL ATTRIBUTES.

- ✓ Excellent communicator (verbal and written)
- ✓ Strong work ethic, a person of unquestionable integrity and organized.
- ✓ Problem solving.
- ✓ Team player.
- ✓ Excellent interpersonal skills.
- ✓ Excellent supervisory skills.
- ✓ Work under pressure and meeting demanding deadlines.
- ✓ Attention to detail.
- ✓ Flexible, ready to learn and a fast learner.
- ✓ Very decisive.
- ✓ Excellent driving skills.

EDUCATION BACKGROUND

- ❖ **DATE:** 2021-Ongoing
SCHOOL: ZETECH UNIVERSITY
QUALIFICATION: Bachelor in Business Information Technology
- ❖ **DATE:** Jan 2017-April 2021
SCHOOL: ACK St. James Matulani Secondary School
QUALIFICATION: KCSE

SHORT COURSES

- ❖ **Cyber Security:** Cisco Networking Academy (May 2023-August 2023)
- ❖ **Networking:** Cisco Networking Academy (July 2023-August 2023)
- ❖ **Driving:** Stega driving school (October 2023-Nov 2023)

PROFESSIONAL EXPERIENCE

Cyber Café Attendant

Intact Enterprise (July 2021 to Oct 2021)

Responsibilities

- ✓ Meeting and greeting clients.
- ✓ Configuring new hardware in the cyber.
- ✓ Ensuring efficient network connection in the cyber.
- ✓ Testing machines and other accessories before sale.
- ✓ Attending to clients' needs and solving them
- ✓ Maintaining cleanliness within the cyber
- ✓ Troubleshooting and configuring hardware for both clients and for the cyber.
- ✓ Reporting to the manager on any issue concerning the premise.
- ✓ Keeping records of sales daily and ensuring effective run of the cyber.
- ✓ Attending to any duty given by the manager

- ✓ Negotiating agreements with customers that fit with organization's policies.

Office Secretary

Zetech University (July 2022-Aug 2022)

Responsibilities

- ✓ Receiving and making calls on behalf of the boss.
- ✓ Record Keeping.
- ✓ Cleaning the office.
- ✓ Proper arrangement of files in the cabinet.
- ✓ Email Management
- ✓ Follow up on clubs un-submitted documents.

HOBBIES

- ✓ I unwind by reading all forms of Literature, watching football and playstation games.
- ✓ I am an outdoor person and so I participate in team building activities, go for hiking exercises.
- ✓ Enjoy travelling, meeting new people and interacting with them to learn and familiarize with different cultures.

REFEREES

1. Pastor Ann Kimani
Pastor- AIC Landmawe
0723130210
2. Vincent
Co-worker Intact Enterprise
0700544915

