

JOHN LEON JUMA

IT Professional

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Nairobi Dagoretti



SUMMARY

Motivated and detail-oriented IT Specialist with a solid foundation in hardware, software, and networking principles. Eager to apply technical skills and knowledge to solve complex problems and provide excellent user support. Proficient in [mention specific skills like troubleshooting, system administration, or help desk support]. Seeking an entry-level position to contribute to a growing IT team and expand technical expertise.

EDUCATION

Kiambu National Polytechnic

Diploma in Information Communication Technology
2023-2024

Kiambu National Polytechnic

Certificate in Information Communication
Technology
2016-2018

SKILLS

- Operating Systems: Basic knowledge of Windows and/or Linux operating systems.
- Hardware Troubleshooting: Ability to diagnose and resolve basic hardware issues.
- Software Installation and Configuration: Experience installing and configuring software applications.
- Technical Documentation: Ability to create and maintain clear and concise technical documentation.

CERTIFICATIONS

- Google IT Support
- Google Data Analytics
- Cisco Certified Support Technician.
- Software Engineer-PLP Africa

PROFESSIONAL EXPERIENCE

IT Support Intern

IBethanyKids Kenya | 2023 - 2024

- Troubleshoot network connectivity issues by analyzing device configurations and network traffic.
- Conducted functional, regression, and integration testing of software applications.
- Developed and executed test plans and test cases.
- Identified, documented, and tracked software defects.
- Collaborated with developers to resolve software issues.
- Ensured software quality through rigorous testing procedures.

Data Analyst Volunteer

BethanyKids|2021- May 2023

- Collected, cleaned, and analyzed data from HMIS to identify trends and patterns.
- Created visualizations and dashboards to present data insights to stakeholders.
- Generated reports on key performance indicators (KPIs) to support decision-making.
- Utilized [specific tools like SQL, Excel, Python] to perform data analysis.

IT Support Atachee

AIC Kijabe Hospital | Sept 2019 - Jan 2021

- Provided technical assistance to users regarding network connectivity and related issues.
- Assisted in the setup and configuration of network devices for end-users.
- Documented network configurations and troubleshooting procedures.
- Continuously expanded knowledge of networking technologies and best practices.