Kelvin Makau Munyao

Technical Support | Cloud Engineer | Backend Dev

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🪪 PROFILE

Motivated Technical Support Engineer with hands-on experience diagnosing and resolving issues across Windows, Linux, cloud environments, and endpoint security tools. Skilled in troubleshooting, malware/antivirus management, user support, and system optimization. Experienced in ticket-based support, remote troubleshooting, and collaborating with technical teams to resolve complex problems. Strong communication skills and a customer-first mindset, with the ability to simplify technical concepts for users. AWS Certified Solutions Architect and Cloud Practitioner, with a passion for continuous learning and helping customers succeed.

💼 WORK EXPERIENCE

ICT Officer, *County Government of Machakos*   Aug 2023 – present
- Provide technical support and troubleshoot software and hardware issues in both Linux and   Machakos, Kenya
  Windows.
- Execute IT system test plans and recommend improvements to optimize performance and
  reduce costs.
- Troubleshoot software issues, escalating complex cases as needed.
- Ensure network security and perform regular updates, including antivirus installation.
- Manage HMIS user accounts and access privileges.
- Maintain incident logs, respond to user queries, and escalate issues.
- Deliver remote technical support to staff across multiple facilities.

Data Annotation, *Telus International*   Nov 2023 – Feb 2025
- Accurately transcribe and input data from various sources into database systems.
- Review and verify data to detect and rectify errors, ensuring data integrity.
- Maintain confidentiality and security standards while handling sensitive information.

Software Support Engineer, *Pergamon Group LTD* ⬈   May 2022 – Aug 2023
- Supported clients and colleagues in installing, troubleshooting, and configuring Ubuntu   Nairobi, Kenya
  Linux and Windows desktop environments.
- Provided IT support and technical consultation, resolving 95% of system-related issues
  within SLA timelines.
- Installation and activation of ETR and ESD devices
- Ensured data accuracy and security during device integration and troubleshooting
  processes.
- Training and supporting end-users on device usage.
- Integration and support of systems with devices and REST API for multi-terminal ease of
  use.
- Drove customer communication during critical events, ensuring clarity and efficiency in
  problem resolution.
- Partnered with internal teams to reproduce and resolve complex issues, enhancing overall
  customer support experience.
- Provided consulting and support for technical areas related to hardware, software, and
  networking.
- Delivered technical advice in site meetings with the sales team and trained users on
  software operations.

IT Attache, *KALRO - Alupe*   Aug 2021 – Sep 2021
- Troubleshot operating systems and corrupt applications.   Busia, Kenya
- Installed computers and peripherals.

- Built data collection forms in Kobo Toolbox server.
- Conducted data collection and management.
- Performed data analysis using SPSS and data visualization using Tableau.
- Managed networking tasks.
- Conducted thorough data reviews and quality assurance checks to ensure accuracy.
- Ensured the confidentiality and security of collected data.

🎓 EDUCATION

BSc. Computer Science, *Moi University* ⧉   2017 – 2021
- Second Class Honors   Eldoret, Kenya
- Member of Student Council - Delegate

Certificate in Web Development(HTML, CSS, JS) and Android App Development,   Jan 2017 – May 2017
eMobilis Institute of Technology ⧉   Nairobi, Kenya

📄 CERTIFICATES

AWS Certified Solutions Architect ⧉   **AWS Cloud Practitioner** ⧉
Amazon Web Services   *Amazon Web Services*

The Bits and Bytes of Computer Networking ⧉   **Technical Support Fundamentals** ⧉
Coursera   *Coursera*

Crash Course on Python ⧉   **Responsive Web Design** ⧉
Coursera   *freecodecamp.org*

JavaScript Algorithms and Data Structures ⧉   **AiCE Career Essentials** ⧉
freecodecamp.org   *ALX Africa*

🧠 SKILLS

Cloud Computing (AWS)   ● ● ● ○ ○   **Web Development**   ● ● ○ ○ ○
AWS Certified Solutions Architect   *HTML/CSS/JS*

Scripting   ● ● ○ ○ ○   **Customer Service**   ● ● ● ● ○
Basic Python, Bash, CLI tools   Remote support, SLA management, issue tracking

Linux Desktop Support   ● ● ● ○ ○   **Problem Solving**   ● ● ● ○ ○
Basic Ubuntu installation, configuration, troubleshooting   Analytical skills for troubleshooting and resolution

🧩 HOBBIES

- Chess
- Coding
- Traveling, Hiking, Swimming
- Music

🔗 REFERENCES

Antony Chege, *HOD Software Department,* Pergamon Group Limited
antonynguru1@gmail.com, 0714503950

Kennedy Muasya, *ICT Officer,* Machakos County
kenmuasya@gmail.com, 0746434450