

Kelvin Makau Munyao

Technical Support | Cloud Engineer

 kelvinmakau76@gmail.com  0703561823  kelvinmike.netlify.app  Kenyan

 linkedin.com/in/kelvinmakau  [kelvinmakau76](https://twitter.com/kelvinmakau76)  github.com/kelvinmakau  Nairobi

PROFILE

Knowledgeable technical support engineer with a track record of successfully managing IT infrastructure, resolving issues, and providing solid technical solutions. Competent in network system monitoring, putting in place efficient security measures, and offering both on-site and remote support. Adept in Python, JavaScript, HTML, and CSS, with a strong emphasis on improving user experiences and increasing operational effectiveness. I am skilled in digital marketing and system troubleshooting, with practical experience in both Linux and Windows platforms. Having a strong grasp of cloud-based infrastructure and architecture best practices, I am an Associate AWS Certified Solutions Architect and Certified Cloud Practitioner. Knowledgeable with cloud services, Google Workspace, Microsoft 365, and IT security procedures. I am enthusiastic about using technology to tackle difficult problems and dedicated to ongoing professional development.

WORK EXPERIENCE

ICT Officer, County Government of Machakos

Aug 2023 – present

Machakos, Kenya

- Provide technical support and troubleshoot software and hardware issues in a Linux and Windows based environment.
- 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 user accounts and access privileges.
- Maintain incident logs, respond to user queries, and escalate issues.
- Deliver remote technical support to staff across multiple locations.

Data Annotation, Telus International

Nov 2023 – present

- 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

Nairobi, Kenya

- Supported clients and colleagues in installing, troubleshooting, and configuring Ubuntu 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

Busia, Kenya

- Troubleshoot operating systems and corrupt applications.
- 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

Eldoret, Kenya

- Second Class Honors
- Member of Student Council - Delegate

Certificate in Web Development(HTML, CSS, JS) and Android App Development,

Jan 2017 – May 2017

Nairobi, Kenya

eMobilis Institute of Technology **High School Certificate, St. Charles Lwanga School**

2013 – 2016

Kitui, Kenya



CERTIFICATES

AWS Certified Solutions Architect *Amazon Web Services***AWS Cloud Practitioner** *Amazon Web Services***The Bits and Bytes of Computer Networking** *Coursera***Technical Support Fundamentals** *Coursera***Crash Course on Python** *Coursera***Responsive Web Design** *freecodecamp.org***JavaScript Algorithms and Data Structures** *freecodecamp.org***AiCE Career Essentials** *ALX Africa*

 SKILLS

Cloud Computing (AWS)

AWS Certified Solutions Architect

**Web Development***HTML/CSS/Javascript***Scripting**

Basic Python, Bash, CLI tools

**Customer Service**

Remote support, SLA management, issue tracking

Linux Desktop Support

Basic Ubuntu installation, configuration, troubleshooting

**Problem Solving**

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