

# Lewis Manyasa

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 3rd November 2002

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 [github.com/kinglui2](https://github.com/kinglui2)

## Profile

A highly motivated and detail-oriented IT graduate with hands-on experience in technical support, networking, and cloud solutions. Skilled in troubleshooting, configuring VoIP systems, and managing network infrastructures. Dedicated to continuous learning and delivering effective solutions in collaborative environments. Ready to leverage my technical expertise and problem-solving abilities to drive efficiency and excellence.

## Professional Experience

February 2025 – present

Nairobi, Kenya

**Cloud One**, IT Support Specialist, Intern

- Providing technical support for VoIP systems, networking, and cloud solutions.
- Assisting with the setup, configuration, and maintenance of 3CX phones, Yealink devices, D-Link equipment, and Proxmox.
- Monitoring network infrastructure and cloud environments for performance and security.
- Troubleshooting issues and providing remote support via ticketing systems.
- Documenting processes and contributing to knowledge base articles.

September 2024 –

October 2024

Nakuru, Kenya

**Cargil industries**, IT support attachment

- Troubleshooting hardware and software issues.
- Installing, configuring, and maintaining systems and applications.
- Diagnosing and resolving network issues.
- Providing end-user training and assistance.
- Performing system updates and backups.
- Monitoring system performance and security.
- Managing IT equipment and software inventory.

August 2022

Busia, Kenya

**The Independent Electoral and Boundaries Commission**,  
Pooling clerk

- Verifying voters' details to ensure they are registered and eligible to vote.
- Issuing ballot papers to voters and guiding them on how to vote while maintaining their privacy.
- Managing the queue to ensure order and assisting people with special needs.
- Safeguarding ballot boxes to ensure they remain secure throughout the process.
- Recording voter turnout and reporting any incidents or irregularities.

## Education

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November 2024 –

June 2025

Nairobi, Kenya

### **Professional Certification in Software Engineering,**

Safaricom plp software engineering bootcamp

Completed a hands-on training program covering Python, database management systems (DBMS), the MERN stack, artificial intelligence (AI), and AI applications in software engineering. Gained practical experience in building scalable applications, deploying to the cloud, and working in agile development teams.

September 2021 –

July 2024

Nakuru, Kenya

### **Diploma in Information Communication Technology,**

Rift Valley Institute of Science and Technology

Studied programming, networking, system analysis, web development, and IT support through practical coursework and projects.

January 2017 –

December 2020

Kakamega, Kenya

### **Kenya Certificate of Secondary Education,**

st. paul's Lubinu boys high school

January 2008 –

December 2016

Busia, Kenya

### **Kenya Certificate of Primary Education,**

Nambale A.C primary school .

## Certificates

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3CX Basic Certification • Teltonika Networks Technical Training •

Hackathon Participation Certificate • Software Engineering Certificate (Safaricom plp Bootcamp)

## Projects

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### **VoIP Call Monitoring Tool, Real-Time Call Oversight System**

Designed and developed a role-based VoIP monitoring system using the MERN stack (MongoDB, Express.js, React, Node.js). The tool enables admins, supervisors, and agents to monitor real-time call activity, access call histories, and track performance. Integrated with both **3CX** and **Yeastar** systems to support live call feedback, agent supervision, and accurate logging. The platform enhances operational visibility in support environments and improves accountability through dynamic dashboards and structured data management.

### **Personal Portfolio Website, Showcasing My Skills and Projects**

Designed and developed a **personal portfolio website** to highlight my **skills, projects, and professional experiences**. The website is built using **HTML, CSS, and JavaScript**, with a focus on a clean and user-friendly interface. It features sections such as **about me, project showcase, and contact information**. The website demonstrates my expertise in **front-end web development** and serves as a professional representation of my work and capabilities.

Here is the link to my website portfolio: <https://lewismanyasa.netlify.app/>

## **Skills**

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Programming Languages: PHP, JavaScript, Python, SQL

Backend Development: PHP, Node.js

Version Control: Git, GitHub

Time Management: Ability to handle multiple projects and meet deadlines.

Web Development: HTML, CSS, JavaScript, React

Database Management: MySQL, PostgreSQL

Problem-solving & Analytical Thinking: Strong ability to troubleshoot and optimize systems

## **References**

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**Mr. Opile**, *project manager*, Rift Valley Institute of Science and Technology  
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**Mr. Gilard Makhoha**, *Supervisor*, Cargil industry  
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