JOHNBOSCO MUETI

information technology

github @kisilumueti

+254716005166

muetijohnbosco35@Gmail.com

Nairobi

SUMMARY

I am a dedicated IT professional currently pursuing a degree in Business Information Technology. With hands-on experience in IT support, system administration, network infrastructure, and web design, I am passionate about leveraging technology to drive business success. My career goal is to build a diverse skill set across IT support, development, cybersecurity, and design, allowing me to contribute effectively to various roles within the technology industry. I am committed to continuous learning and growth, with the aim of becoming a versatile IT professional capable of excelling in any technology-driven position.

EDUCATION

St. Paul's University

Bachelor's degree in Business Information Technology
2021 - 2025

Ndaluni Secondary School

Kenya Certificate of Secondary Education
2017 – 2021
Grade: C+

Kwatombe Primary School

Kenya Certificate of Primary Education
2008 – 2016
Grade: C

SKILLS

- Technical Support and troubleshooting
- Network Infrastructure Management
- Data Security and Compliance
- Java
- Python
- Springboot
- Software Development
- Web Development
- Server Administration and Maintainance
- Software Implementation
- System Support And Administration
- PHP development

PROFESSIONAL EXPERIENCE

IT Support (VOLUNTEER)

Kangundo Level 4 Hospital   April 2024 - August 2024

- Assisted in the installation, configuration, and troubleshooting of hardware and software systems for hospital staff, ensuring seamless operation and minimal downtime
- Conducted regular audits of IT assets and inventory, identifying discrepancies and ensuring accurate records for procurement and maintenance purposes
- Provided technical assistance and training to end-users on IT systems and applications, promoting efficient and effective utilization of technology resources
- Collaborated with IT team members to develop and implement data security policies and procedures, ensuring compliance with regulatory requirements and industry best practices

IT Support (ATTACHEE)

Kangundo Level 4 Hospital   January 2024 - April 2024

- Assisted in the installation, configuration, and troubleshooting of hardware and software systems for hospital staff, ensuring seamless operation and minimal downtimeProvided technical assistance and training to end-users on IT systems and applications, promoting efficient and effective utilization of technology resources
- Participated in the planning and execution of IT projects, including system upgrades, migrations, and deployments, to enhance hospital IT infrastructure and services
- Contributed to the development and documentation of IT support procedures and knowledge base articles, facilitating consistent and effective resolution of technical issues
- Assisted in the evaluation and recommendation of new technologies and solutions to improve hospital IT operations and support patient care initiatives.
- Participated in after-hours support rotation to address critical system issues as needed.
- Collaborated with IT team to document common problems and their solutions in a knowledge base.

CERTIFICATIONS

- Chartered Data Science Certified, Cisco Networking Academy License, Level 1 Data Science Certified.
- cisco level 1 certified Computer Hardware Basics.
- Oracle Fusion Cloud Applications HCM Certified Foundations Associate

REFERENCES

- **Anthony Ngige** *ict support*
Kangundo level 4 Hospital
Mobile Number: 0720744247

- **Philip Mumo** *ict support*
Kangundo level 4 Hospital
Mobile Number: 0710818382

- **Domitilia Muasya** *ict support*
Kangundo level 4 Hospital
Mobile Number: 0713521958

- **Duncan Munyao** *ict support*
Kangundo level 4 Hospital
Mobile Number: 0710462562

HOBBIES AND INTERESTS

- **problem solving**
- **critical thinking**
- **trouble shooting**

LANGUAGES

- **Swahili -PROFICIENT**
- **ENGLISH - PROFICIENT**
- **KAMBA – FIRST LANGUAGE**