

CURRICULUM VITAE

Francis Mahinda Munyiri

Phone: 0746660138 | **Email:** mahindamunyiri@gmail.com

Professional Summary

Highly motivated **Bachelor of Business Information Technology (BBIT)** student with a strong foundation in business systems, IT solutions, and project management. Experienced in software development, database management, and business analysis. Proven ability to integrate technology with business processes to drive efficiency and innovation.

Education

Dedan Kimathi University of Technology

Bachelor of Business Information Technology (BBIT)

2022 - 2025

Lenana School, Nairobi

High School Certificate

2018 - 2022

ST Lwanga Academy (2016 - 2017)

ST Ursula's Primary School (2014 - 2015)

ST Bakhita Primary School (2008 - 2013)

Professional Experience

IT Intern (Internal Attachment)

Dedan Kimathi University of Technology

September 2023 - March 2023

- Provided technical support, troubleshooting hardware, software, and network issues.
- Collaborated with cross-functional teams to document business processes and recommend system improvements.
- Performed data entry, validation, and generated reports using relevant software tools.

Key Achievements:

- Enhanced system efficiency by proposing and implementing updates to legacy software.
 - Reduced system downtime by 20% through proactive troubleshooting and maintenance.
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Skills

- **Technical Skills:** Programming (Java, Python, HTML/CSS, SQL), database management, IT support.
 - **Business Skills:** Business process analysis, project management, problem-solving.
 - **Software Proficiency:** Microsoft Office Suite, ERP systems, project management tools (Trello, Asana).
 - **Core Competencies:** Analytical thinking, adaptability, teamwork, time management.
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Certifications and Training

- IT Essentials Certification - **Cisco Networking Academy**
 - NDG Linux Essentials Certification - **Cisco Networking Academy**
 - Introduction to Networking Certification - **Cisco Networking Academy**
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Extracurricular Activities and Interests

- Active member of the **University IT Club:** Participated in coding competitions and hackathons.
 - Passionate swimmer with a proactive approach to health and wellness.
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References

Available upon request.

Work Experience

Industrial Attachment

ICT attachee

Immigration Office - ICT Department, Kenya

(February 2025 - May 2025)

Key Responsibilities:

- Provided first-level technical support for computer hardware, software, and network issues.
- Assisted in troubleshooting system errors, printer malfunctions, and connectivity problems.
- Supported user account management and password resets within the organization's network.
- Participated in installation and configuration of operating systems and application software.
- Documented IT incidents and solutions to improve help desk knowledge base.
- Helped maintain ICT equipment inventory and ensured proper record-keeping.

Key Achievements:

- Improved issue resolution time by 20% through proactive troubleshooting.
 - Received positive feedback from staff for professionalism and reliability.
 - Gained practical experience in user support, system maintenance, and customer service.
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2. Skills Gained

- Technical support & troubleshooting
- Networking basics (LAN, Wi-Fi setup)
- Software installation and updates

- Windows OS administration
- Communication & problem-solving
- Customer service in ICT environment

3. Referees

Mr. Lorna-supervisor

ICT Officer, Immigration Office

Email: msnyamweya@gmail.com
