Name:	**MUEKE NAHASHON MUTINDA**	
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Tel:	**+254 793 642 195**	

PERSONAL DETAILS

Profile Experienced ICT Personnel with over 5 - years of invaluable experience in repairing, troubleshooting, researching, testing, configuration and producing precision components and ICT systems. Highly focused with a comprehensive understanding of designing, developing and maintaining ICT systems and components to required specifications, focusing on economy, safety, reliability, quality and sustainability.

Professional Experience

Being a Diploma Holder, am currently taking my Bachelor's Degree in Computer Science (IT) in KCA University.

As From March 2025 Up to Date, Digiview Training Institute, Embakasi - Nairobi

Trainer and Information Technology Support Specialist

March 2024 Up to May, KIPS Technical College. - Nairobi

Trainer and Information Technology Support Specialist

February 2021 Up to 8th January 2024, Summit Technical College. - Nairobi

Trainer and Information Technology Support Specialist

- Providing technical leadership, foresight and senior level ICT advice and information to meet needs
- And guide strategic and operational decision-making. Building on, implementing and communicating ICT strategy, operational
- Plan, policies, procedures, systems and tools, ensuring these are tailored and adapted to suit the realities and needs across all levels of the organization; Training the entire faculties of ICT and Accounts on ICT units, Advanced Accounting
- Applications and computerized accounting softwares eg *QuickBooks, Sage, Tally, Peachtree and Pastel* Working with relevant colleagues to monitor compliance with ICT policies and procedures
- Across the organization and providing quality control in all offices where technically possible. Providing secure and efficient network and internet infrastructure to support the
- Organizations' software and systems operations run smoothly on daily operations. Centralize procurement of ICT hardware and software throughout alert, in line with the
- Procurement Policy and Procedures; Remain abreast of developments in computer hardware and software, and information
- Technology in order to ensure appropriate applications of ICT within the organization and ability to provide up-to-date information and support where possible. Provide technical support and guidance to managers and staff on a full
- Range of operational ICT issues; Provide inductions to all new staff on the computer system including the use of all
- Relevant software packages and when new software and hardware is introduced; Keep abreast of technology trends and discern which offer solid, appropriate, cost effective ICT solute, ensure the efficient, secure and effective operation and performance of the organization's operations.
- Professional Trainer in Quality Graphics and Designing Applications Softwares, e.i; *Corel Draw, Illustrator, Publisher, Pagemaker, InDesign and Photoshop.*
- Worked as an Accountant as well as an ICT Consultant/Support and Computer Teacher in *STEVE – LEE PRIMARY ACADEMY* in Pipeline, Nairobi.

2018 to date, Driving Experience.

I began an interest of Driving from the year 2018, and have been gaining Driving skills since then, I later joined the Driving School on March 2023, whereby I did receive my Valid Driving License under **NTSA** body the year 2023.

June – December 2019 Kenya Institute of Professional Studies - Nairobi

Intern Assistant Registrar

- As an Intern in Kenya Institute of Professional Studies, Nairobi, I worked in Registry Office. Receiving, Retrieving and Storing data in Computer System.
- Entering and searching data into and from the Computer System.
- Printing and Scanning of Documents.
- Verify that all the computer peripherals are working properly in all departments. General Computer maintenance and hardware repair
- Monitor systems performance Provide level one fault handling support on the campus infrastructure such as replacing patch cables and faulty switches
- Proactive in providing network cable management and installation of data point services. Software installations and creation of new file systems.
- Handled the antivirus management and updated.
- Create a backup and recovery policy Provide level one troubleshooting of *LAN* and *WAN* Networks. Set up security policies for users and maintain strong grasp of computer security.

July – December 2016 ShimbaHills Polytechnic Kwale County

.Computer Packages Training Practice

- Ensure Local area network equipment's and other ICT based equipment's are kept in good working condition.
- Facilitate hardware maintenance which is carried out on quarterly basis.
- Ensure internet is working and Increase the usage of email by the Board's employees.
- Installation and configuration of common operating system and Applications on various computers.
- Perform various back- ups.
- Maintain and Control the Hardware Registers of the Board, clearly indicating the equipment's Status, Condition, Locations and Movements with dates and relevant authorization.
- Provide prompt helpdesk support for business application systems, hardware, networks and office automation
- Ensure timely replacement of hardware equipment's reported by users.

Certifications

- Trainer in Computerized Accounting Software Applications **(QuickBooks, Sage, Tally, Peachtree and Pastel)**
- Trainer in Advanced Computer Applications and Computer Packages that is, Advanced Excel, Advanced Access.

Education Background

2017 – 2020 Kenya Institute of Professional Studies

Certificate and Diploma in Information Communication and Technology (C/D I.C.T)

Examined and Passed under the Kenya National Examination Council (KNEC)

January – March 2017 (CAP YOUTH EMPOWERMENT INSTITUTE COLLEGE – BURUBURU (NAIROBI)

Certificate in Electrical and Electronics Engineering

April - June 2016 ShimbaHills Polytechnic Kwale County

Certificate in Computer Application and Packages

2012 – 2015 Kavaani Secondary School

Kenya Certificate of Secondary Education (K.C.S.E)

Other Responsibilities

January 2021

- Worked as an Accountant, ICT Support and Consultant and Computer Teacher, in *Steve – Lee Academy*, Embakasi, Pipeline, Nairobi.
- Maintaining Computer System, and as a Technician, in charge of Computer Laboratory and Library.

June – December 2019

- Worked with Kenya Institute of Professional Studies as an Intern Assistant Registrar, Office Management, as well as an ICT support and Computer Maintenance and Repair.
- Configuring and Troubleshooting Computer and Printer problems.
- Making and keeping Office Data and Records in a Computerized System, for future retrieval and reference.
- Keeping and ensuring Office Files and records are secure and fully safe for later retrieval and use.

- 2017 Certificate of participation in **"The 7 Habits of Highly Effective People for Young Professionals"** CAPYEI College, Buruburu.

January – March 2016

- Worked as a PA, at Kongoea Primary School Kitui County Zombe District, Kasunguni Sub – Location.
- 2016 June – December, participated as an ICT Support in ShimbaHills Polytechnic in Kwale County
- 2014 Participated in Science Fare, in High School and appeared Position 3 in Mutito District.
- 2014 December, Certificate of participation in, Advanced Christian Leadership, College of Christian Leadership Education Department.

Key Skills and Competence

- Proficiency in the troubleshooting and resolution of all ICT Technical Support to client queries.
- Good problem solving skills along with the ability to maintain calm under pressure.
- Basic understanding of PC hardware set-up and configuration.
- A methodical and structured approach to problem solving.
- Proficiency in Arts and Graphic Designing.

Hobbies/Interests

- Quite aggressive to learn new things from others so as to improve my career.
- Reading Bible and inspiring Books, for the real life and Spiritual life.

Referees

Amos Kirwa, *Kenya Institute of Professional Studies, Nairobi*

Kips College Registrar, as well as KNEC Officer

+254721 887 900

Mr. Kyunguti (Kwale) *ShimbaHills Computer Polytechnic, Makobe*

Computer Trainer

+254725 775 598

Mr. Jeff, *Kenya Institute of Professional Studies, Nairobi*

Lecturer

+254721 153 652

Mr. Moses Kiamba

ICT HOD,

Summit Technical College

+254 711 797336

Mr. Makori Wyckliffe

Lecturer,

Summit Technical College

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