

SHAKA SENAJI

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PROFESSIONAL SUMMARY

Competent ICT Officer with over 4 years of hands-on experience in ICT support, system administration, network troubleshooting, and infrastructure reliability across institutional and enterprise environments. Skilled in maintaining secure, efficient ICT systems, managing user access controls, performing backups and disaster recovery, and supporting organization-wide information systems.

Experienced in supporting ERP-style applications, database systems, and endpoint environments while ensuring high system uptime and data protection. Strong background in documentation, ICT compliance, and user support.

CORE COMPETENCIES

ICT Infrastructure & Technical Support

- Level 1 & Level 2 user support for institutional systems
- Hardware, software, and peripheral troubleshooting
- Endpoint monitoring, maintenance, and patch management

System & Server Administration

- User/group management, permissions, and activity logs
- Backup operations, disaster recovery, and system monitoring
- Windows & Linux environments

Networking & Security

- LAN/WAN troubleshooting, VPNs, firewalls, and network diagnostics
- Network device configuration (routers, switches, access points)
- Access control policies, antivirus, and system patching

Database & Systems Reliability

- MySQL, MongoDB, data integrity, and performance monitoring

- ERP-style and digital records system support and reporting

ICT Documentation & Compliance

- SOPs, asset registers, user guides, and technical documentation
- Audit support and adherence to data protection practices

Vendor & Stakeholder Liaison

- Coordination with ISPs, system vendors, and developers
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PROFESSIONAL EXPERIENCE

EcoSafi Ltd, Nairobi, Kenya

IT Assistant | June 2025 – Present

- Provide Level 1 & Level 2 support for business-critical systems including client management systems, M-PESA integrations, and call center platforms.
 - Manage user access rights, permissions, and system logs to ensure accountability and data security.
 - Monitor system performance, uptime, backups, and overall system health to ensure business continuity.
 - Perform routine patching, endpoint support, and preventive maintenance for staff devices.
 - Generate system usage and performance reports for management decision-making.
 - Support ICT compliance, security policies, and internal data protection standards.
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Nairobi Municipal Council, Nairobi, Kenya

ICT Technician Intern | Jan – Mar 2024

- Designed and deployed a digital ICT repair request and tracking system simulating a real ICT department workflow.
<https://github.com/mrrugby/Council-Care>
- Resolved 100+ ICT issues monthly involving hardware, software, and network troubleshooting.
- Supported over 500 daily users through preventive maintenance and network monitoring.
- Participated in automated backup procedures and cybersecurity best practices.
- Documented common ICT issues and solutions to improve response efficiency and ICT documentation.

Dove Adventures, Ruaka, Nairobi

ICT Technician | May 2021

- Optimized MySQL-based booking systems, improving database performance by 35%.
 - Configured VPNs, firewalls, and network devices to maintain reliable connectivity.
 - Supported server environments and ensured uptime for customer-facing systems.
 - Trained staff on system usage and basic troubleshooting procedures.
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Noip Agency, Nairobi, Kenya

IT Technician | Mar 2019 – Dec 2022

- Delivered on-site and remote ICT support to multiple high schools across Nairobi.
 - Reduced downtime by 40% through proactive maintenance and network troubleshooting.
 - Managed student databases ensuring data integrity and security.
 - Authored ICT support guides and documentation reducing repetitive issues.
 - Installed, configured, and maintained computers, printers, and network devices.
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EDUCATION & CERTIFICATIONS

BSc. Computer Science

Saint Paul's University, Limuru | 2018 – 2024

Web Development Fundamentals – Moringa School (2024)

Python Web Development (Django & M-PESA Integration) – eMobilis (2024)

TECHNICAL SKILLS

- **Operating Systems:** Windows, Linux (Ubuntu/Debian)
- **Networking:** LAN/Wi-Fi setup, VPN configuration, routers, switches, diagnostics
- **Databases:** MySQL, MongoDB, backups, data integrity
- **Systems Control:** User access management, role-based permissions, backup & recovery, monitoring
- **Programming:** Python, JavaScript (basic)
- **Tools:** Git, GitHub, CLI, Remote Desktop tools, VS Code, cPanel

KEY ACHIEVEMENTS

- Developed a municipal ICT ticketing system improving issue tracking and accountability.
 - Maintained 99.9% system uptime through preventive maintenance and monitoring.
 - Improved database and system performance across education and tourism sectors.
 - Maintained zero security incidents through strong access control and user awareness.
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REFERENCES

- Pinto Kisambi – Noip Agency | 0731 648 708
- Ivy Karanja – EcoSafi Ltd | 0110 663 702
- Damaris Kamati – Nairobi Municipal Council | 0723 480 967