MUGA MARK MWANGI

IT specialist

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📍 38719 – 00600 NAIROBI, KENYA   🏴 KENYA   ⚥ MALE   ⊙ Website

Personality

I am a bright, talented and self-motivated IT specialist who has excellent organizational skills and is highly efficient. I am a problem solver who looks at problems with a fresh eye and brainstorm on how to find the most suitable solutions for them. I am driven with the principles of focus on what I want to do and resilience, which helps me, learn new ideas faster. I am a good team leader and have acquired several leadership skills through being a team player. I have an extensive experience of assisting in the development and upgrading of database systems and analytical techniques.

Experience

IT Support Intern, *Stellar HR Solutions*   08/25 – Present
- Provide basic technical support to staff (hardware, software, and network issues).
- Assist in installing and configuring computers, printers, and other IT equipment.
- Respond to user requests and troubleshoot application issues.
- Perform routine maintenance tasks such as updates, patches, and antivirus scans.
- Document issues, solutions, and IT procedures for reference.
- Support IT inventory management and track equipment usage.
- Assist in basic network setup, monitoring, and troubleshooting.
- Shadow and learn from senior IT staff to build technical skills.

IT Support (Part Time), *Proserve Training Institute*   08/25 – Present
- Provide basic technical support to staff (hardware, software, and network issues).
- Assist in installing and configuring computers, printers, and other IT equipment.
- Respond to user requests and troubleshoot application issues.
- Perform routine maintenance tasks such as updates, patches, and antivirus scans.
- Document issues, solutions, and IT procedures for reference.
- Support IT inventory management and track equipment usage.
- Assist in basic network setup, monitoring, and troubleshooting.
- Shadow and learn from senior IT staff to build technical skills.

IT Clerk (Part Time), *St. Tito High School*   09/2021 – Present
Key Responsibilities
- Basic computer repairs and maintenance.
- Website Development.
- Network maintenance, cable racking and troubleshooting.
- Providing necessary technical system support to users.
- End of year marketing for form one recruitment.
- Digital Marketing.
- Football coaching.
- Website Development.

Graphic Designer, *KG Graphics Studios*   10/2024 – 04/2025
Key Responsibilities
- Designing Posters, banners, car stickers e.t.c.
- Color Grading.
- Filming and Video Production.

- Fabrication.
- Customer Service.

Freelance Developer, *Ranqual Consultancies(Intern)*   06/2022 – 12/2022
Key Responsibilities
- Assisting in Software Development and maintenance.
- Providing necessary technical system support to Clients.
- Assisting in training potential and existing clients on software functionality.

Attaché, *Ministry of Foreign and Diaspora Affairs*   09/2022 – 12/2022
Key Responsibilities
- Technical ICT support.
- Preventive maintenance of ICT equipment.
- Deployment of ICT equipment to end users.
- Inspection of procured ICT equipment.
- Design of network solutions
- Troubleshooting of printers and scanners.
- Activation and monitoring of LAN.
- Cable trucking and rack maintenance.

Educational Background

Graphics Design Training, *KG Graphics Studios*   2023 – 2024

Diploma in Information Technology and Technology,   2021 – 2023
Jomo Kenyatta University of Agriculture

Certificates, *Cisco Certifications*   2022 – 2022

K. C. S. E, *Kanunga High School*   2017 – 2020

K. C. P. E, *Arch-bishop Gitari Boarding Primary School*   2013 – 2016

Personal Skills

- Problem solving
- Multitasking
- Team work
- Integrity at Work
- Analytical
- Excellent communication
- Resilience

Professional Skills

HTML, CSS, JavaScript.   MySQL, Microsoft Access.   Visual Basic (.NET), C#, Java.

Interest and Hobbies

Sports   **Drumming**   **Voluntary Motivation**
Football and Table Tennis

Cisco certifications

IT Essentials: PC Hardware and Software

Networking Essentials

Packet Tracer-Network Essentials

Achievements and Contributions

Assisted in installation of internet and Configured inter-device communication, *St. Tito Girls High School*

Surveillance Cameras maintenance and support

Helped develop an Electronic Quality Management System, *Ranqual Consulting Group*

Participated in seminars, *STEM*

Marketing team, *St. Tito Girls High School*

Career Objectives

I am looking forward to being accepted into a competitive organization as an employee. This will help me in improving my career path as well us come up with relevant skills that would otherwise be helpful to the organization. I am good in technical support and administration; I am therefore looking forward to being assigned support and admin roles in a competitive organization to help build up my skills and to be able to explore my passion in programming as a freelancer.

Referees

Available Upon Request