WANGILA KITUYI PHILIP

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PERSONAL PROFILE

A motivated and results-oriented Information Technology graduate with strong interpersonal and problem-solving skills. Proven ability to provide technical support, work collaboratively in teams, and adapt quickly to new technologies. Committed to continuous learning and contributing effectively to organizational growth through reliable, detail-oriented, and client-focused service delivery. Skilled in MS Office, system troubleshooting, and delivering tech solutions under pressure.

EDUCATION

2019 - 2023: Bachelor of Science in Information Technology. – KCA UNIVERSITY (Second class upper division)

2015 - 2018: Kenya Certificate of Secondary Education – FRIENDS SCHOOL KAMUSINGA (C+)

2005 - 2014: Kenya Certificate of Primary Education – ST PETERS BOYS PRIMARY MUMIAS (383)

EXPERIENCE

IT Support Intern – Ministry of Lands, State Department of Housing and Urban Development

January 2023 – March 2023

- Provided first-line technical support to end-users, resolving hardware, software, and network-related issues.
- Assisted in the setup, configuration, and troubleshooting of Local Area Networks (LAN), printers, and workstations.
- Managed help desk operations by ensuring timely resolution and user satisfaction.
- Participated in regular maintenance of computer systems, including software updates, virus scans, and hardware diagnostics.
- Installed and configured applications and operating systems to meet departmental standards.
- Supported IT training sessions by assisting users with basic digital skills and system usage.

KEY SKILLS

- **Technical Support & Troubleshooting** – Proficient in diagnosing and resolving hardware, software, and network issues across various platforms.
- **Networking** – Basic knowledge of LAN/WAN configuration, IP addressing, and router/switch setup.
- **Software Installation & Maintenance** – Skilled in installing, configuring, and maintaining operating systems and business application.
- **Productivity Tools** – Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- **Communication** – Excellent written and verbal communication skills, with experience in user support and technical documentation.
- **Teamwork & Collaboration** – Strong ability to work in team settings to meet shared goals and project deadlines.
- **Attention to Detail** – Committed to accuracy, quality, and efficiency in all technical and administrative tasks.

REFERENCES

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