

**Cyrus Mwangi Wanjiru**  
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**Summary**

Application Support Engineer with over six years of experience in IT support, enterprise application implementation, and database administration—particularly in financial, HRMS, and ERP environments. Proficient in supporting and configuring scalable systems such as Oracle Forms & Reports, BIRT, and ERP/payroll platforms. Skilled in resolving application issues, documenting system configurations, and delivering user training and technical manuals. Adept at system optimization, report development, and ensuring minimal downtime for critical business applications. Strong communicator with a proven track record of aligning IT solutions with dynamic business requirements through collaboration with cross-functional teams.

**Professional Experience**

**March 2025- Current**

**Endeavour Africa Ltd – Nairobi**

Position: **Software Implementation Engineer**

**Responsibilities:**

1. Provide application support for ERP and payroll systems across multiple client organizations, ensuring minimal downtime and timely issue resolution.
2. Customize system configurations based on evolving client business requirements.
3. Generate reports using Oracle Report Builder and troubleshoot data-related issues.
4. Prepare training manuals and conduct end-user sessions, including video walk-throughs and documentation.
5. Collaborate with internal teams and client IT departments for successful installations, upgrades, and system rollouts.

**Sep 2018 – March 2025**

**Software Technologies Limited - Nairobi**

Position: **Application Support & System Implementer**

**Responsibilities:**

1. Supported the implementation and maintenance of ERP modules and HRMS systems for clients in the financial and government sectors.
2. Documented client configurations, developed user guides, and provided first-line support for application errors.
3. Participated in data migration, reconciliation, and training during system go-lives.
4. Engaged with client stakeholders to ensure systems aligned with operational needs.

**Achievements:**

1. Successfully implemented HRMS and payroll systems for 30+ organizations, including a major migration to a modern cloud-based solution.
2. Optimized database queries and developed automation scripts, improving report generation time by 25% and enhancing HR data processing efficiency.
3. Integrated HR and payroll systems with third-party applications, boosting cross-platform data accessibility.
4. Developed customized dashboards using BIRT Reports, enabling real-time workforce data insights for HR teams.
5. Strengthened system security and compliance by implementing enhancements that reduced vulnerabilities and met data protection standards.

**Professional  
Experience**

**Jun 2018 – Sep 2018**

**Software Technologies Limited - Nairobi**

Position: **Junior Systems Administrator**

**Responsibilities:**

1. Provided first-level IT support for enterprise applications, HR systems, and payroll software.
2. Assisted in configuring and maintaining Oracle databases, ensuring efficient system performance.
3. Performed system monitoring and troubleshooting to resolve performance issues and optimize system functionality.
4. Supported the deployment and configuration of enterprise applications, ensuring seamless integration with organizational workflows.
5. Implemented system security measures, including user access controls and regular data backups.
6. Maintained documentation for IT processes, system configurations, and troubleshooting guidelines.
7. Assisted in system upgrades, patch management, and performance tuning of enterprise applications.

**Achievements:**

1. Improved system uptime by 15% through proactive monitoring and timely resolution of system issues.
2. Enhanced system security by refining database configurations and backup procedures.
3. Reduced system downtime through proactive troubleshooting and system monitoring.
4. Assisted in the successful deployment of enterprise applications, reducing manual administrative work.
5. Created troubleshooting guides that improved response time for resolving common system issues.
6. Provided training sessions for end-users, increasing their confidence and reducing technical support requests.

**June 2016 – Aug 2016**

**The Ministry of Lands and Physical planning**

Position: **IT and Network Support intern**

**Responsibilities:**

1. **Network Support:** Managed operations and configurations of network infrastructure, including routers, switches, and Wireless Application Protocol (WAP).
2. **Backup & Security:** Conducted daily and weekly backups of servers and network devices, ensuring data security.
3. **User Support:** Resolved user issues related to system integration and software applications, providing training and technical support.

**Achievements:**

1. Provided comprehensive support for local area and wide area network hardware and software.
2. Implemented backup procedures, ensuring the security of the ministry's infrastructure.
3. Successfully resolved user issues related to system integration and software applications.
4. Conducted training sessions and offered technical support for all programs and hardware.

Education Background	2012 – 2016 (Graduated in 2019)	<b>Bachelor of Information Technology</b> South Eastern Kenya University, Kitui County, Kenya School of Information and Communication Technology
	2006 – 2010	<b>Kenya Certificate of Secondary Education (KCSE)</b>  Greenville High School, Kiambu County, Kenya
	1998 – 2005	<b>Kenya Certificate of Primary Education (KCPE)</b>  Kanoro Primary School, Murang'a County, Kenya

Professional Training	Trainings and Personal Development	<ol style="list-style-type: none"> <li>1. <b>ITIL Foundation Certification</b> for IT roles</li> <li>2. <b>NSE 1 Network Security Associate</b> - Fortinet NSE Training Institute for network security roles</li> <li>3. <b>HDI Customer Service Representative Certification</b> for customer support roles</li> <li>4. <b>Introduction to Cybersecurity</b> - Cisco Networking Academy for cybersecurity roles</li> <li>5. <b>Ethical hacking 101 Beginners guide to Ethical hacking</b> - Certificate of completion</li> <li>6. <b>Introduction to ITIL V4-</b> Certificate of completion</li> <li>7. <b>PostgreSQL Fundamentals</b> - Certificate of completion</li> <li>8. <b>SQL Injection for Beginners</b> - Certificate of completion</li> <li>9. <b>The Fundamentals of Digital Marketing</b> - Google Digital Skills for Africa for non-marketing roles</li> <li>10. <b>Business Analytics &amp; Intelligence Certification</b> - The Digital Adda for non-analytics roles</li> <li>11. <b>Digital Marketing Framework</b> - Great Learning Academy for non-marketing roles</li> </ol>
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Technical Skills	<ol style="list-style-type: none"> <li>1. <b>Application Support:</b> Extensive experience in supporting ERP, HRMS, and banking applications with timely issue resolution.</li> <li>2. <b>Banking Software:</b> Familiar with ERP systems in financial environments and AML-aligned configurations.</li> <li>3. <b>Technical Documentation:</b> Skilled in creating user manuals, training guides, and technical documentation.</li> <li>4. <b>Software Configuration:</b> Experienced in adapting system settings to meet changing business needs.</li> <li>5. <b>User Training:</b> Delivered live and documented training to ensure smooth onboarding and system adoption.</li> <li>6. <b>Team Collaboration:</b> Proven ability to work with developers, IT teams, and end-users during implementations.</li> <li>7. <b>Oracle Reports:</b> Proficient in developing and modifying RDF and JSP reports for compliance and payroll.</li> <li>8. <b>System Implementation:</b> Participated in full-cycle deployments including setup, migration, and support.</li> <li>9. <b>Incident Management:</b> Experienced in managing and resolving system incidents with structured follow-through.</li> </ol>
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Personal Attributes	<ol style="list-style-type: none"> <li>1. <b>Analytical and detail-oriented</b>, ensuring accuracy in HR system configurations and reporting.</li> <li>2. <b>Strong problem-solving skills</b>, quickly identifying and resolving HR and payroll system issues.</li> <li>3. <b>Effective communicator</b>, able to translate technical concepts into user-friendly language.</li> <li>4. <b>Team player</b>, collaborating with HR professionals, IT teams, and business stakeholders to achieve goals.</li> <li>5. <b>Adaptive and proactive</b>, continuously seeking process improvements and automation opportunities.</li> </ol>
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Workshops & Seminars Attended	<ol style="list-style-type: none"> <li>1. HR Digital Transformation &amp; AI in HR Systems – Nairobi, 2023</li> <li>2. Data Security &amp; Compliance in HR Systems – Virtual Training, 2022</li> <li>3. Cloud-Based HRMS Implementation Best Practices – Virtual Training, 2021</li> <li>4. Advanced Database Management &amp; Optimization – Nairobi, 2023</li> <li>5. Enterprise Web Hosting &amp; Security – Virtual Training, 2022</li> </ol>
Languages & Soft Skills	<ol style="list-style-type: none"> <li>1. <b>Languages:</b> English, Swahili</li> <li>2. <b>Soft Skills:</b> Leadership, Critical Thinking, Negotiation, Public Speaking, Client Relationship Management</li> </ol>
Volunteer Experience	<ol style="list-style-type: none"> <li>1. Assisted in setting up and training users on an open-source HR management system for a local NGO, improving efficiency in payroll and employee data management.</li> <li>2. Participated in IT mentorship programs, guiding students on career paths in HR technology and enterprise systems.</li> </ol>
Personal Projects	<ol style="list-style-type: none"> <li>1. <b>System Reconfiguration for ERP Payroll in a Financial Institution</b> Customized payroll modules and implemented statutory compliance for a microfinance client. Configured user access and roles, created custom payroll reports, and provided post-deployment support.</li> <li>2. <b>Automated HR Reports for Compliance</b> Developed and deployed Oracle Reports (RDF, JSP) for HRMS systems requiring P9, NHIF, and NSSF exports in banking clients. Ensured error-free data reconciliation and improved report accuracy by 30%.</li> </ol>
References	<ol style="list-style-type: none"> <li>1. <b>John M. Mkaya,</b> IT Manager – Oceanfreight (E A) Ltd +254722700556</li> <li>2. <b>Benson Macharia,</b> Principal Security Engineer - Safaricom PLC +254713052591</li> <li>3. <b>Alex Mwangi,</b> Application Support Engineer - Software Technologies Limited +254717316925</li> </ol>