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MOMBASA, KENYA

PROFESSIONAL SUMMARY

ICT Infrastructure Support professional with hands-on experience in system administration, network troubleshooting, and full-stack development. Combines strong technical problem-solving skills with proven software development capabilities. Experienced in delivering comprehensive IT support, managing network infrastructure, and developing scalable web applications. Committed to leveraging technology to optimize business operations and enhance system reliability.

CORE COMPETENCIES

1. ICT Infrastructure Support and System Administration

- Hardware diagnostics and troubleshooting for computers, servers, and peripheral devices.
- Windows and Linux system administration and performance optimization.
- User account management and software installations.
- Backup operations management, monitoring, and data recovery procedures.
- IT asset management and service improvement initiatives.
- ITIL-based service management processes and incident resolution.

2. Network Infrastructure and Support

- Network troubleshooting and connectivity issue resolution.
- Basic network configuration and administration.
- Hardware diagnostics for network equipment.
- Network monitoring and performance optimization.
- TCP/IP protocol understanding and implementation.

3. Software Development and Programming

- Full-stack web development using modern frameworks and technologies.
- Frontend development: HTML, CSS, JavaScript, React.js, Next.js.
- Backend development: Node.js, Django, PHP.
- Database management: MySQL, PostgreSQL, Oracle SQL, PL/SQL.
- Version control systems: Git.
- API development and integration: RESTful APIs, JWT authentication.

4. Technical Problem-Solving and Support

- Strategic troubleshooting methodology for complex technical issues.
- Proactive identification and resolution of system vulnerabilities.
- Client-focused approach to technical support and user training.
- Effective communication of technical concepts to non-technical users.
- Documentation of technical procedures and solution implementations.

PROFESSIONAL EXPERIENCE

Feb 2025- May 2025

Freelancer Web developer | Self-Employed

Juja, Kiambu

- Independently developed a custom quarry management website with interactive features.
- Utilized React.js and Tailwind CSS for responsive frontend development.
- Implemented client requirements through effective communication and iterative development.
- Delivered fully functional web solution meeting client specifications and timeline.

Oct 2024- April 2025

Full stack Engineer, Project Manager

Machakos University, Machakos

- Led the full-stack development of a localized e-commerce platform using React.js and Node.js
- Implemented responsive frontend design principles and optimized user experience.
- Developed and integrated backend APIs with database connectivity and user authentication.
- Managed complete project lifecycle from requirements gathering to deployment.
- Coordinated with stakeholders to ensure project deliverables met technical specifications.

May 2024- Sep 2024

ICT and Network Support Intern

Bulkstream Limited, Mombasa

- Delivered comprehensive technical support to 50+ end-users, resolving hardware and software issues across Windows and Linux environments.
- Performed network troubleshooting and connectivity issue resolution, maintaining 99% system uptime.
- Managed user accounts, software installation, and system configurations as part of daily administrative duties.
- Implemented backup and recovery procedures ensuring data integrity and business continuity.
- Maintained detailed documentation of support activities, technical resolutions, and system improvements.
- Collaborated with IT team to optimize infrastructure performance and implement service improvements.
- Contributed to IT asset management and inventory control processes.

Feb 2023- March 2023

Web developer, Project Manager

Machakos University, Machakos

- Developed a custom hotel management website using HTML, CSS, and JavaScript.
- Designed intuitive user interfaces focusing on user experience optimization.
- Successfully completed project as part of academic coursework, demonstrating technical proficiency.

EDUCATION

2021-2025

Bachelor of Science Computer Science

Machakos University, Machakos

- Relevant Coursework: Network Administration, System Security, Database Management, Software Engineering.
- Hands-on projects in web development, system administration, and network configuration.

- Strong foundation in programming languages, data structures, and system architecture.

2017-2020

High School Diploma

Kitui High School, Kitui

- Specialized in Computer Studies, establishing foundation for technical career path.
- Developed early interest in technology and system administration.

KEY STRENGTHS

- **Technical Expertise:** Proven ability to diagnose and resolve complex hardware/software issues while maintaining high service standards.
- **Versatile Skill Set:** Unique combination of infrastructure support experience and modern software development capabilities.
- **Problem-Solving:** Analytical approach to technical challenges with focus on efficient, sustainable solutions.
- **Communication:** Excellent ability to translate technical concepts for diverse audiences and stakeholder groups.
- **Continuous Learning:** Committed to staying current with emerging technologies and industry best practices.

COMMUNICATION

- Proficient in verbal and written communication
- Adept at conveying ideas clearly and engagingly
- Collaborative team player
- Actively listen to feedback and work effectively with clients to achieve common objectives
- Skilled in client interaction, ensuring their needs are understood and addressed professionally. Adaptable communicator
- Adjust communication style based on audience and context to foster understanding and collaboration

TECHNICAL PROFICIENCIES

- **Operating Systems:** Windows (advanced), Linux (intermediate)
- **Network Technologies:** TCP/IP, DNS, DHCP, Basic Routing and Switching.
- **Server Technologies:** Windows Server, Basic Linux Server Administration.
- **Development Languages:** Python, Java, JavaScript, TypeScript, PHP.
- **Web Technologies:** HTML5, CSS3, React.js, Next.js, Django, Node.js.
- **Database Systems:** MySQL, PostgreSQL, Oracle SQL, PL/SQL.
- **Tools and Software:** MS Office Suite, Git, Adobe Creative Suite, Canva.
- **Security Tools:** Metasploit, Nmap, Burp Suite(Basic Penetration Testing)
- **Service Management:** ITIL Principles, Service Desk Operations.
- **Data Analysis:** Advanced Excel, SPSS, CSPRO

LANGUAGES

- **English:** Fluent (Professional Working Proficiency)
- **Swahili:** Native Speaker

PERSONAL INTERESTS

- **Music:** Passionate about music appreciation and exploring different genres. Provides opportunities for relaxation, inspiration and connection with emotions and experiences
- **Cooking:** Enjoy experimenting with recipes and flavors in the kitchen. Allows for creativity, expression and the satisfaction of creating delicious meals for oneself and others to enjoy.
- **Travel:** Passionate about exploring new cultures, cuisines and destinations. Provides opportunities for personal growth, cultural immersion, and the discovery of unique experiences and perspectives around the world.