



ronaldokumu5@gmail.com



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IT Support

## EDUCATION

Web Technologies & Database  
Management  
**Power Learn Project (PLP)**  
2023

Cisco Certified Network Associate  
201-300 (CCNA)  
**Udemy**  
October 2020

Certificate In Information Technology  
Computer maintenance  
**Pwani Technology**  
June 2015

A-Level  
**Wareng High School**  
Eldoret, Kenya,  
November 2012  
KNEC: C+

# RONALD OKUMU

## PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with expertise in computer maintenance, Cisco Certified Network Associate (CCNA) certification, and proficiency in web technologies. With a strong background in troubleshooting and maintaining computer systems, coupled with in-depth knowledge of networking principles and protocols, I am committed to delivering high-quality technical solutions to optimize organizational performance.

## SKILLS

### Computer Maintenance

Hardware installation, troubleshooting, and repair  
Software installation, configuration, and updates  
System diagnostics and optimization  
Data backup and recovery procedures  
Preventive maintenance techniques

## PROFESSIONAL EXPERIENCE

CASUAL IT, OFFICE ASSISTANT  
KILIFI COUNTY GOVERNMENT,  
DEPARTMENT OF WATER, ENVIRONMENT, FORESTRY, NATURAL RESOURCES &  
SOLID WASTE MANAGEMENT.  
JULY 2016 - TO DATE

### Duties

- Data Entry
- Software Installation
- Network Configuration (Workstation)
- Printer setup and troubleshooting.
- User support.

IT INTERN  
KILIFI COUNTY GOVERNMENT,  
OFFICE OF COUNTY EXECUTIVE MEMBER FOR ICT, CULTURE & SOCIAL SERVICES  
NOVEMBER 2016-JAN 2017

- Data Entry
- Software Installation
- Network Configuration (Workstation)
- MPLS configuration and troubleshooting.
- Printer setup and troubleshooting.
- User support.
- IFMIS configuration and user support.

COURSE INSTRUCTOR  
PWANI TECHNOLOGY  
JUNE 2015-2016

### Roles

- Teaching computer application packages (Ms Word, Ms Excell, Ms Powerpoint, Ms Access Ms Publisher, Ms Outlook, Internet, E-mailing)
- Computer Hardware maintenance, Software installation, Networking (LAN, WLAN, VLAN, P2P)

## HOBBIES

Coding, travelling, socializing.

## REFEREES

Mlewa Karema  
Senior Assistant Director - ICT  
County Government of Kilifi  
0725 504456

James Gichoya  
Director  
Pwani Technology  
0722 859212