

# ROY NGURE MUTUA.

☎ +254 714 466 077 | ✉ [roy.ngure@gmail.com](mailto:roy.ngure@gmail.com) | 📍 Nairobi, Kenya [github.com/roymutua](https://github.com/roymutua)

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## SUMMARY.

Results-oriented IT professional with extensive experience at Kenya Civil Aviation Authority. Expertise in Java, Python, SQL, specializing in software development and system maintenance. Proven track record of improving system reliability and optimizing performance, coupled with strong problem-solving abilities and a focus on compliance in technology environments.

## TECHNICAL SKILLS.

### Programming Languages:

- *Java, Python, PHP, SQL*

### Frameworks & Technologies:

- *Spring Boot, Flutter*

### Web Development:

- *HTML, CSS, JavaScript, WordPress*

### Version Control:

- *Git*

## EXPERIENCE.

### **Kenya Civil Aviation Authority (KCAA) / Kenya**

#### **System Support Administrator (Intern) / Sep/2025 – Present**

Supported and maintained enterprise ICT systems to ensure stable, secure, and compliant operations within a highly regulated aviation environment. Played an active role in daily system administration, user support, and adherence to ICT policies and regulatory standards.

#### **Key Systems Projects & Responsibilities:**

- Supported **AWS cloud services** fundamentals, hybrid deployments and Linux/Windows OS operations, enhancing system reliability and user support.
- Applied cloud computing concepts (VPC, networking basics) to troubleshoot service issues and assist in incident resolution. Installed, configured, and maintained operating systems and enterprise application software, ensuring optimal functionality and minimal downtime across user workstations and servers.
- Provided first- and second-level end-user technical support, diagnosing and resolving hardware, software, and connectivity issues efficiently to maintain business continuity. Assisted in system monitoring, routine updates, patch management, and performance optimization, contributing to improved system reliability and security.
- Supported data protection initiatives, including secure system configurations, access control enforcement, and compliance with organizational ICT policies and aviation regulatory requirements. Participated in incident response and preventive maintenance, ensuring systems met safety, security, and operational standards expected in an aviation-critical environment.

### **Smartech Centre Tech/ Kenya**

#### **Software & Systems Maintenance (Part-Time) / April/2023 - Aug/2025**

Worked on software development, system maintenance, and automation with a strong focus on hands-on coding and practical projects.

#### **Key Coding & Systems Projects:**

- Maintained cloud-ready systems and OS environments; automated support scripts and managed infrastructure access policies aligned with AWS/Azure best practices.
- Web Application Maintenance Project: Developed and maintained internal web interfaces using HTML, CSS, and JavaScript, improving usability and system reliability.
- Database Management Project: Designed and managed SQL databases for data storage, retrieval, and basic reporting. Created small scripts and logic-based tools to automate routine system tasks and reduce manual workload.
- Bug Fixing & Optimization Project: Debugged and enhanced existing software modules, improving performance and stability.
- Documentation & Compliance Project: Maintained network documentation, diagrams, and configuration records for operational continuity.

### **VANGUARD TECH ORG / Kenya**

#### **Network Administrator (Intern) / Aug/2022 - March/2023**

Supported network infrastructure operations, ensuring secure, stable, and efficient connectivity for organizational systems.

#### **Key Network Projects & Tasks:**

- Software Deployment & Updates Project: Assisted in installing, updating, and testing software systems.
- Supported **network and system infrastructure** in on premise and cloud-ready environments, ensuring reliable connectivity and service availability and assisted in software deployment, OS installation, and system updates across Windows and Linux machines.
- Performed network and OS-level troubleshooting, resolving connectivity, configuration, and performance issues for end-user systems, assisted in implementing access control and security configurations, aligned with IAM-style principles (user permissions, least-privilege access).
- Supported network monitoring and performance checks, identifying faults and assisting in preventive maintenance activities while maintaining infrastructure documentation, including network diagrams, system configurations, and operational procedures to support scalability and compliance.

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## **EDUCATION.**

### **KCA University.**

#### ***Bachelor of Science in Information Technology. / Nov/2025***

*Successfully graduated with a Second Class Upper Division in Bachelor of Science in Information Technology from KCA University, reflecting dedication, analytical ability, and a strong grasp of modern information technology concepts and practical applications.*

### **Zetech University.**

#### ***Diploma in Information Technology. / Dec/2023***

*Providing the core technical skills and project experience that fueled my pursuit of a Bachelor's degree and professional roles in IT.*

### **Aptech Computer Education.**

#### ***ICDL Certification. / 2019***

### **Kiaritha-ini High School.**

#### ***Kenya Certificate of Secondary Education (K.C.S.E). / 2018***

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## **PROJECTS.**

### **Traffic Offence Report System | HTML CSS JavaScript MySQL.**

Developed a full-stack web application for managing traffic offence records, designed to improve accuracy, efficiency, and accessibility of offence data. Implemented a **user-friendly dashboard** for viewing, and managing reports, along with **printable report generation** for official use. Enhanced system usability through a modern, intuitive interface and ensured reliable database management for secure data storage and retrieval.

### **Healthcare Triage System | JavaScript HTML CSS.**

Built a web-based system to determine patient care urgency and streamline the triage process for improved healthcare response efficiency.

### **Purchase Order Management System | HTML PHP JavaScript.**

Created a web application to manage organizational purchase order records, enabling efficient **data entry, storage, retrieval, and tracking** of orders. Improved operational workflows by automating manual processes, reducing errors, and supporting better record management and reporting.

### **Student Information Management System | PHP CSS JavaScript.**

Developed a secure system for managing student records, academic performance, and attendance with role-based access for administrators, teachers, and students.

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## **ACHIVMENTS AND LEADERSHIP.**

- Led and contributed to a network infrastructure improvement project, significantly enhancing system performance, reliability, and documentation quality.
- Successfully supported and maintained enterprise ICT systems within a highly regulated aviation environment at the Kenya Civil Aviation Authority, contributing to improved system stability, security, and regulatory compliance.
- Served as an IT Department Representative at KCA University, strengthening collaboration between students and faculty on academic and technical matters and mentored fellow students and peers through IT workshops and peer support, focusing on networking fundamentals, software development, and practical technical skills.