
Thomas Sikanga Maungu

P.O.Box, 254-50100
Kakamega
0791933876
thomassikanga@gmail.com

26th March 2024

To The Hiring Manager,

Fullcare Kenya Medical Sez
P.O.Box, 43446,
GPO Nairobi

Dear Sir/Madam,

Dear Ms. Reader,

I am writing to express my interest in the IT position in your organization.

I have 3 years of experience in the IT industry having served at Information and Communication Technology (ICTA), Damu-Sasa Ltd and IDS technical college. I have gained experience in networking, software development and technical support. More about the skills I have acquired are outlined in my resume attached.

I am a graduate of 2019 from University of Kabianga with a degree in Computer science. Beside that, I have done networking certification with Huawei and Google which are attached to this application.

I am a self motivated person with good verbal and written communication skills. I have leadership skills and project management skills.

I promise to deliver duties assigned to the best of my knowledge if hired.
Thank you for considering my application

Yours faithfully,,

Thomas Maungu

THOMAS SIKANGA MAUNGU

P.O.Box, 254-50100- Kakamega |Mobile NO: 0791933876 | Email:
thomassikanga@gmail.com

ID No: 35775360 | D.o.B: 12.12.1998 | Gender: Male: Nationality: Kenyan

Professional Summary

Dedicated and highly skilled IT professional with a proven track record in maintaining, managing, and optimizing ICT systems, network infrastructure, and security solutions. I am seeking a challenging role to leverage my expertise in networking, software development, and system administration.

Experience

ICT TECHNICAL SUPPORT

12/2022 to 8/2023

IDS TECHNICAL COLLEGE

Nairobi-Kenya

- Responsible for the maintenance, management, configuration, integration, and reliable operation of the school ERP system.
- Performed system modifications to meet school needs through updating software code.
- I participated in the development of the school Android app, which is ongoing. I was the team leader for this.
- I managed the school database by updating, adding, and deleting records.
- Performed CCTV installation and monitoring.
- Diagnosed hardware and software errors, documented problems, prioritized issues, and assessed their impact to ensure efficient troubleshooting
- Provided comprehensive documentation and technical specifications to IT staff for planning and executing IT infrastructure upgrades and enhancements
- Established and maintained backup procedures, disaster recovery plans, and failover processes to safeguard critical data and ensure business continuity
- Led desktop and helpdesk support efforts, resolving desktop application, workstation, UPS and related equipment issues promptly and with minimal disruptions.
- Performed network installation and network diagnostics and troubleshooting.
- Implemented network security measures to protect against unauthorized access, modification, or destruction, and efficiently resolved access problems. This was through enforcing both physical and technical security control measures.
- Admitting students to the college
- Preparing lessons for diploma, certificate and short courses
- Kept students records ,daily attendance and updated item register for new purchases.

ICT TECHNICAL SUPPORT
INTERN

10/2021 to 10/2022

Nairobi-Kenya

DAMU-SASA LTD

- Registration of users to the damu-sasa blood inventory management system at

Gertrudes Children Hospital

- Installation of the Damu-sasa app in all work stations across the Gertrudes Children hospital.
- Managing user logs.
- Management of users registered on the Damu-Sasa platform by providing user roles
- Collecting system modifications from users and updating the code to meet the requirements.
- Training users and providing technical support for usage challenges related to network, system and any other technical issue.
- Escalating issues that surpass my solution to the management.

TECHNICAL SUPPORT INTERN

9/2020 to 9/2021

INFORMATION COMMUNICATION AUTHORITY (ICTA)

Nairobi-Kenya

- Design of the network for Meru, Embu and Moi level 5 hospitals
- Inspection of ICT Wi-Fi hotspots installed in various constituencies in Homabay County
- Configuration of switches for hosts expansion at the ministry of ICT
- IP conflict and WIFI troubleshooting
- Monitored network connectivity for the Wi-Fi hotspots installed in various constituencies through a centralized system at the ministry of ICT
- Installed antivirus to protect software from virus and cyber threats, protecting delicate information.
- Documented technical issues and solutions and forwarded to supervisor.
- Kept the users computers updated to prevent attacks.
- Connected to computer of client using remote link to install programmes and applications.

SOFTWARE TECHNOLOGIES LTD

5/ 2018 to 8/2020

TECNICAL SUPPORT ATTACHEE

Nairobi-Kenya

- Participated in the deployment and configuration of network hardware and software, such as routers, switches, firewalls, and wireless access points
- Assisted in adding new networking devices to the company proxy firewall
- Helped in managing user access by connecting them to their respective VLANS
- I helped in troubleshooting routers and switches, cabling, and access points.
- Participated in virtualizing servers with VMware software.

GitHub Projects links

<https://github.com/sikthomas?tab=repositories>

LinkedIn profile

www.linkedin.com/in/thomas-maungu-6aab2b200

Core Qualifications

- Networking(I hold a Huawei certification and an ongoing CCNA).
- Software development (HTML, CSS, Javascript, Java, and Python programming languages).
- Database creation and management (MySQL, PostgreSQL, Firebase, SQLite)
- Project management.(I hold a project management certification.)
- Data entry and analysis with Excel and SPSS.

- Version control with Git
- Android, React-Native, Laravel, Yii2, ReactJs and Django technologies)
- Help desk support
- AWS and Azure.
- ERP management.
- Development of CMS with WordPress.
- Adobe Photoshop, illustrator and Corel draw.

Education

- Bachelors Degree in Computer Science: : University of Kabianga : :second Class Honors Upper division.
- KCSE mean grade: B+ : St. Caroli Lwanga Lutaso Secondary.

Accomplishments

- Implemented damu-sasa system at Gertrude's children hospital through registration of users, assignment of roles and training
- Designed computer networks for Voi, Meru, Embu, Msambweni, Ministry of water (Maji house) and NHIF building which were approved by ministry of ICT for implementation.
- Development and customization of damu-sasa app together wit the team to mean customer needs.
- Performed system administration roles at Software technologies ltd which involved managing user access and virtualization of servers with VMware
- Managed and maintained IDS College ERP ensuring availability, integrity of all students and employees information
- Development of billboard android app with Mudilla company ltd team.
- Design and installation of NHIF network together with tronic ltd team.
- Development of IDS college website.

Hobbies

Adventure . Swimming. Research

Certifications

- CCNA1 ongoing.
- Huawei Datacom -Certified
- Prince 2 Project Management-certified
- Advanced Excel-certified

Referees

1. Carolyn Sawe: acting principal from IDS College. Phone number: 0790383860
2. Aurah Sidney. Implementation manager. Damu-Sasa Ltd Phone number: 0702870778
3. Bishop Patrick Macharia Covenant Keepers Church Phone number: : 0722622489



REPUBLIC OF KENYA

MINISTRY OF MINING, BLUE ECONOMY & MARITIME AFFAIRS

STATE DEPARTMENT FOR THE BLUE ECONOMY & FISHERIES

Email: ps@blueeconomy.go.ke
Telephone: 020-4920000
FAX: 316731

WORKS BUILDING
NGONG ROAD
P.O Box 30009-00100
NAIROBI, KENYA

6th October 2021

RE: Recommendation Letter

To Whom It May Concern,

This is to confirm that Thomas Sikanga Maungu has been on Industrial Internship in this Ministry for a period of one year effective from 30 September 2020. He has been exposed to all ICT disciplines (Networking, Database Administration, User Support, Systems Development, Repair and Maintenance) and any other tasks that concern ICT; he was mainly involved in database administration of Government Payment System (IFMIS) for most of the time. The attaché was industrious, self-driven, diligent, innovative a team player and willing to learn emerging trends in ICT.

Therefore, I highly recommend him for any position that relates to ICT and mostly enterprise networking and database administration.

Yours sincerely,

Beatrice Muraya
Asst. Dir. ICT



RECOMMENDATION LETTER FOR THOMAS MAUNGU

To whom it may concern,

I am delighted to provide this letter of recommendation for Mr. Thomas Maungu, who has served as an exemplary ICT Technical Support professional at IDS College from December 2022 to September 2023. During his tenure with us, Thomas exhibited outstanding technical skills, an unwavering commitment to his responsibilities, and a remarkable work ethic that greatly contributed to the success of our institution.

Thomas joined IDS College at a crucial time when our IT infrastructure required significant attention and improvements. His technical prowess and ability to quickly diagnose and address complex ICT issues were evident from the outset. Thomas consistently demonstrated his ability to troubleshoot, maintain, and enhance our ICT systems, ensuring uninterrupted access to essential services for students, faculty, and staff.

Throughout his tenure, Thomas consistently displayed a strong work ethic and a willingness to embrace new challenges. His proactive approach to technology upgrades and his commitment to ensuring the security and efficiency of our IT systems were instrumental in enhancing our overall operational effectiveness.

In conclusion, I enthusiastically recommend Thomas Maungu for any future endeavors in the field of ICT technical support. His dedication, expertise, and strong work ethic have had a profoundly positive impact on IDS College during his tenure. I have no doubt that he will continue to excel in his career and make substantial contributions to any organization fortunate enough to have him as a team member.

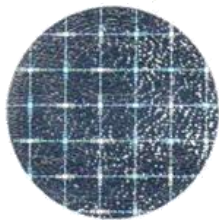
If you have any questions or require additional information, please do not hesitate to contact me at +254790383860 or email idscollege@idscollege.com

Yours sincerely,

Carolyn Sawe

Principal





078 0129

UNIVERSITY OF KABIANGA

Upon recommendation of Senate and on authority of the Council
hereby confers on

Thomas Sikanga Maungu

the degree of

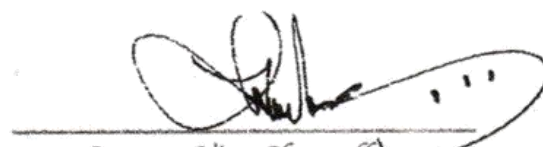
**BACHELOR OF SCIENCE
(COMPUTER SCIENCE)**

Second Class Honours (Upper Division)

with all honours, rights and privileges appertaining thereto,
in witness whereof, we have affixed our signatures
and the seal of the University
at a congregation held at this University
on the

8th day of November Two Thousand and Nineteen


Vice-Chancellor


Deputy Vice-Chancellor
(Academics & Student Affairs)

The Kenya National Examinations Council



KENYA CERTIFICATE OF SECONDARY EDUCATION

This is to certify that the candidate named below sat for the Kenya Certificate of Secondary Education examination in the subjects shown and attained the grades indicated.



37632107/001



NAME: MAUNGU SIKANGA THOMAS

ST. CAROLI LWANGA LUTASO SECONDARY SCHOOL

M1 37632107/001

SUBJECT
101 ENGLISH
102 KISWAHILI
121 MATHEMATICS
231 BIOLOGY
232 PHYSICS
233 CHEMISTRY
312 GEOGRAPHY
443 AGRICULTURE

GRADE
B- (MINUS)
B- (MINUS)
A- (MINUS)
A
B+ (PLUS)
A- (MINUS)
B- (MINUS)
A- (MINUS)



SUBJECTS NAMED EIGHT MEAN GRADE B+ (PLUS)

EXAMINATION OF YEAR 2014

PRINTED : 150924:19085998

Chief Executive Officer
Kenya National Examinations Council



Chairman
Kenya National Examinations Council

This is a secure document using special paper and inks.
Please hold it up to the light to verify that the word
BARAZA LA MITHANI and the "ORIGINAL"
embedded thread can be seen through the paper.
Not valid without a hologram.

(See overleaf for conditions of issue)

KCSE /14 1325803





Huawei Certification

Thomas Sikanga Maungu

has successfully completed the Huawei certification requirements and is recognized as a

Datacom



Valid Through Apr 08, 2024

Validate this certificate's authenticity at
<http://support.huawei.com/learning/verifycertificate>
Certificate No. 01010390180843041898704

© Huawei Technologies Co. , Ltd. and/or its affiliates

A handwritten signature in black ink, appearing to be "Zhang" followed by a stylized flourish.

CEO

Huawei Technologies Co., Ltd.



Dec 21, 2020

THOMAS SIKANGA MAUNGU

has successfully completed

The Bits and Bytes of Computer Networking

an online non-credit course authorized by Google and offered through Coursera

Google

Google

COURSE
CERTIFICATE



Verify at coursera.org/verify/QE62LCMAU5BU

Coursera has confirmed the identity of this individual and their participation in the course.

JAMHURI YA KENYA

REPUBLIC OF KENYA



SERIAL NUMBER: 243788577

ID NUMBER: 35775360

FULL NAMES

THOMAS SIKANGA MAUNGU

DATE OF BIRTH

12. 12. 1998

SEX

MALE

DISTRICT OF BIRTH

NAVAKHOLO

PLACE OF ISSUE

NAVAKHOLO

DATE OF ISSUE

02. 02. 2017

HOLDER'S SIGN



DISTRICT
NAVAKHOLO
DIVISION
NAVAKHOLO
LOCATION
BUNYALA EAST
SUB-LOCATION
SIVILIE



PRINCIPAL REGISTRAR'S SIGN

A handwritten signature in black ink is written over the text "PRINCIPAL REGISTRAR'S SIGN".

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THOMAS<SIKANGA<MAUNGU<<<<<<<<