

## **MARK MUSYOKA SILA**

### **IT Support Professional**

0797884062 | 0757196121 | silamark.ms@gmail.com | Nairobi, Kenya

### **PROFESSIONAL SUMMARY**

Dedicated IT Support professional with 3+ years of hands-on experience in systems administration, technical troubleshooting, and infrastructure management. Proven track record in supporting non-technical teams, implementing IT solutions from scratch, and managing cloud platforms. Strong background in network administration, hardware setup, and user support with excellent communication skills for training and supporting diverse teams.

### **CORE COMPETENCIES**

#### **Technical Skills:**

Systems Setup & Infrastructure Design

Cloud Platforms Management (G-Suite, Microsoft 365)

Network Administration & Connectivity Solutions

Hardware Setup & Maintenance (laptops, printers, network equipment)

Technical Troubleshooting & Problem

#### **Soft Skills:**

Team Collaboration & Independent Work

Excellent Communication with Non-Technical Teams

Project Management & Deadline-Driven Execution

### **PROFESSIONAL EXPERIENCE**

#### **ICT Support Specialist | Judicial Service Commission of Kenya**

**January 2020 - March 2021**

- Designed and implemented IT infrastructure upgrades supporting 200+ users across Nairobi operations
- Led successful migration to updated technological assets, ensuring minimal downtime during transitions
- Collaborated with IT management team to enhance system optimization and troubleshooting procedures
- Provided comprehensive technical support for hardware, software, and network connectivity issues
- Developed user training materials and conducted sessions for staff on new software implementations

- Managed vendor relationships and coordinated with external IT service providers for complex projects

### **Operations Manager | TH Restaurant**

#### **2021 - 2022**

- Implemented inventory management systems and digital solutions for business operations
- Managed staff scheduling systems and optimized operational workflows using technology solutions
- Coordinated with suppliers and vendors, demonstrating procurement and relationship management skills
- Handled customer service and complaint resolution, showcasing strong interpersonal communication

### **IT Support Freelancer**

#### **2022 – Present**

- Delivered on-site and remote IT support services to clients across various sectors including SME offices, cyber cafés, and homes.
- Installed, configured, and troubleshooted networked printers, CCTVs, computers, and point-of-sale systems.
- Provided post-installation support, maintenance, and repair services for clients.
- Set up local networks, managed routers, and ensured internet and system connectivity.
- Offered administrative support and technical training to clients on system usage and basic troubleshooting.
- Partnered with third-party suppliers and vendors to source and maintain IT hardware and accessories.

### **EDUCATION**

#### **Bachelor of Business Information Technology | Strathmore University**

Year of graduation: June 2025

#### **Diploma in Business Information Technology | Strathmore University**

Year of graduation: November 2018

### **PROFESSIONAL CERTIFICATIONS**

#### **Certification:**

- Digital Marketing Certificate – Google Digital Skills for Africa
- Cybersecurity and Emerging Technologies Awareness Training - ICT Authority, Kenya

#### **Certificates of Completion:**

- Introduction to Networks – Cisco Networking Academy
- Switching, Routing, and Wireless Essentials – Cisco Networking Academy

- IT Essentials – Cisco Networking Academy
- Introduction to Cyber Security – Cisco Networking Academy
- AWS Academy Cloud Foundations – AWS Academy Graduate