

Sam Sanya

P.O BOX 22118, Code 00100, Nairobi, Kenya

+254-716-266299

ssamsanya3@gmail.com

GitHub Link: <https://github.com/ssamielz>

PROFESSIONAL SUMMARY

IT Support and Software Professional with over 2 years corporate experience in providing end-user support, managing IT infrastructure, configuration & maintenance of server systems and developing web systems in structured environments. Technically trained in Software at Moringa School to learn any programming language within 2 weeks. Demonstrated ability to support Windows-based systems, Linux-Ubuntu systems, LAN infrastructure, and Microsoft 365 tools, with practical knowledge in VsCode, Git and languages. Skilled in user training, technical documentation, building, quality testing and troubleshooting in dynamic and multicultural workplaces.

WORK EXPERIENCE

Software Developer & ICT Support Technician

Stanmore Training College — Nairobi, Kenya

January 2023 – December 2024

- ⑩ Offer frontline technical support to staff and students on hardware, software, and network issues.
- ⑩ Administer Microsoft 365 platforms including Word, Excel, SharePoint, and Teams.
- ⑩ Manage and maintain LAN/Wi-Fi infrastructure and troubleshoot connectivity issues.
- ⑩ Develop internal and external website and applications for academic administration using HTML, CSS, Js and also used WordPress.
- ⑩ Propose improvements for technology advances in the school including AI.
- ⑩ Create and maintain technical documentation and user guides.
- ⑩ Offering IT lectures and training.

Project Management IT Assistant Intern

Kenya Revenue Authority (KRA) — Nairobi, Kenya

January 2022 – December 2022

- ⑩ Supported project implementation by coordinating IT logistics during development and testing phases.
- ⑩ Provided desktop and remote support for Windows systems and mobile devices.

- ⑩ Participated in User Acceptance Testing (UAT), collecting feedback and ensuring system readiness.
- ⑩ Facilitated communication between technical teams and end-users.
- ⑩ Maintained access control systems and user account setups.
- ⑩ Provided training and support for Microsoft Teams and SharePoint for project collaboration.
- ⑩ Tracked incidents using internal systems and escalated unresolved issues according to priority.

Server Support Engineer Attachment

Datasyde Technologies — Nairobi, Kenya

June 2021 – January 2022

- ⑩ Installed and configured Windows servers and workstations.
- ⑩ Managed LAN and WAN setups, including routers, switches, and firewalls through configs.
- ⑩ Assisted in cybersecurity measures such as antivirus deployment and user awareness.
- ⑩ Used ticketing systems to document issues and escalate according to SLA protocols.
- ⑩ Trained clients on system usage and basic troubleshooting.

EDUCATION

Bachelor of Science in Computer Science

Kabarak University

May 2017 – June 2021

GPA: 3.2

*Thesis: Rental Recommendation Web System, Used **PHP**, had to install Xampp to start Apache and MySQL servers.*

Professional Certification:

Software Development for Certification – *Moringa School*

Feb 2025 – Aug 2025

Certifications:

- ⑩ Scrum Fundamentals Certified – ScrumStudy (Feb – Mar 2022)
- ⑩ Cisco Certified Network Associate (CCNA 1–4) – (Jan 2018 – May 2019)

High School Certificate

Mavoko High School

Jan 2013 – Dec 2016

TECHNICAL SKILLS

- ⑩ **Platforms:** Windows OS, Unix Os, Microsoft 365, Meet, GitHub
- ⑩ **Networking:** LAN/Wi-Fi configuration, IP management, switch/router setup
- ⑩ **Tools:** Microsoft Remote Assistance, Zoom, TeamViewer, Git, Visual Studio Code
- ⑩ **Languages:** HTML/CSS, PHP, Python, JavaScript.
- ⑩ **Other:** Software documentation, user training, system troubleshooting

CERTIFICATIONS & TRAINING

- ⑩ Microsoft 365 Fundamentals (MS-900) – Completed
- ⑩ Moringa Software Professional
- ⑩ GitHub Copilot & ChatGPT – Active user and instructor for AI-assisted development

REFERENCES

Mr. Kingsley Mkala

Director, Datsyde Technologies

Email: kmkala@datsyde.co.ke | Phone: 0722941382

Dr. Wilson Kiprono

Security Specialist, World Bank

Email: wilson.kiprono@gmail.com | Phone: 0742969624

Edwin Oeri

Supervising Officer, Kenya Revenue Authority

Email: edwin.oeri@kra.go.ke | Phone: 0720297188