

TIMOTHY MOLA

IT OPERATIONS
SPECIALIST



+254740628643/ +254780402660



timmola38@gmail.com
tatsvdev@gmail.com



Juja, Kiambu

About Me

Dynamic and results-driven IT Operations Specialist with a solid foundation in IT support, networking, web development, and database management. Adept at troubleshooting and optimizing IT infrastructures, ensuring smooth operational workflows, and delivering technical solutions to enhance system performance. Skilled in PHP, SQL, and CodeIgniter, with a focus on providing scalable and efficient IT solutions in both corporate and client-facing environments. Dedicated to maintaining high standards of IT services and enhancing network security, connectivity, and system efficiency.

Experience

Busia County Government ICT Department 2021

Attache - Diploma

- Cooperate with other specialists to create and maintain optimal workflow environment for the I.T Infrastructure.
- Maintenance of internal network infrastructure: LAN. TCP/IP Routing and Switching.
- Repair and servicing of hardware.
- Providing service support to other workers and clients in Windows, Ubuntu and Linux.
- Develop project concepts.

JKUAT ICT Directorate (ISS Department) 2023

Attache - Degree

- Network installation, troubleshooting, reconfiguration, and maintenance (Trunking, splicing, laying of cables. switch configuration, Access Point setup, Cabinet Assembling and network testing).
- Installation and Management of Software (Application and Operating System).
- Installation and Configuration of DNS, Active Directory, and DHCP Servers in Windows and Ubuntu server on EXSI virtualization software and working on active directory.
- User Support (installation, configuration, and maintenance of PCs, Printers, Application Software and Operating System).
- Conduct regular system audits, network maintenance, and backups to maintain data integrity and availability.

WEB DEVELOPER - Freelance

- Designed and developed responsive web applications, ensuring user-friendly interfaces and seamless navigation using the CodeIgniter framework.
- Administered and optimized MySQL databases, ensuring data integrity, security, and fast query processing.

- Provided technical support to clients, resolving issues related to system performance, network connectivity, and software errors.

INFORMED SYSTEMS LIMITED

January 2025 - PRESENT

ICT MANAGER

- Managed and maintained a WordPress-based eCommerce platform, ensuring regular and safe updates to the core system, themes, and plugins (e.g., Elementor, WPForms, WooCommerce extensions).
- Diagnosed and resolved website issues resulting from plugin conflicts, PHP errors, and update failures, using tools such as FTP, WordPress debug mode, and error logs.
- Performed advanced site configuration tasks, including customizing themes, optimizing performance, and managing security and auto-update settings.
- Configured and tested updates in a secure staging environment before deployment, minimizing downtime and compatibility issues.
- Developed and implemented regular backup strategies for both databases and site files using tools like Duplicator, UpdraftPlus and cPanel.
- Designed graphics and digital content for promotional materials, banners, and product listings using tools such as Canva and Adobe Photoshop to support online campaigns.
- Contributed to digital marketing efforts by supporting SEO optimization, managing mailing plugins, and integrating marketing tools (e.g., WP Mail SMTP).
- Supported social media and email campaigns by aligning visuals and site messaging for consistency and engagement.
- Hardware and Software Maintenance for company's IT infrastructure.

Education

2019 - 2021

Jomo Kenyatta University of Agriculture and Technology

Diploma in Information Technology

2021 - 2024

Jomo Kenyatta University of Agriculture and Technology

Bachelor of Information Technology

Language

- Swahili
- English

Expertise

- **Programming Languages:** PHP, JavaScript, HTML, CSS
- **Web Development Frameworks:** CodeIgniter, Wordpress
- **Databases:** MySQL, SQL
- **Networking:** LAN/WAN, VPN, DHCP, DNS, TCP/IP
- **IT Support Tools:** Helpdesk Systems, Remote Desktop Solutions, Microsoft 365, GCP, AWS,
- **Operating Systems:** Windows, Linux, Ubuntu

Referees

Arthur Wainaina

Head of ICT Department, JKUAT- ISS

Phone

+254720756079

Email

artwainaina@jkuat.ac.ke

Dr. Aggrey Wanyama

Deputy Registrar JKUAT, Juja

Phone

0733887746/0725948568

Email

awanyama@jkuat.ac.ke

Martin Kiere

CEO, Informed Systems LTD

Phone

+254 725 907091

Email

martin@informedsystemsLtd.com

Harry Simiyu

Jamii Telecommunications (JTL), Nairobi

Phone

0735054018/0747054018

Email

hmola2006@gmail.com

Justin Martin Ngari Mwaniki

ICT Department, JKUAT -ISS

Phone

+254 723 465184

Email

jmmwaniki@jkuat.ac.ke