Francis Ngumi Kuria

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Professional Summary

Dedicated ICT professional with a Diploma in ICT and 2+ years of hands-on experience in hardware/software repair, user support, and system configuration. Skilled in installing and maintaining ICT equipment, monitoring performance, and troubleshooting faults to ensure seamless operations in educational environments. Recently completed Cybersecurity Analyst certification, enhancing expertise in networking, database security, and digital forensics. Eager to contribute to Zetech University's IT department as an IT Lab Technician by preparing and maintaining computer labs, providing technical support to students and faculty, and ensuring safe, efficient lab operations.

Education

Diploma in Information and Communication Technology (ICT)
NYS Engineering Institute, Nairobi, Kenya
January 2019 – November 2021

Cybersecurity Analyst
Cybershujaa Program, Nairobi, Kenya
January 2024 – June 2024

Key Modules: Linux Fundamentals, Windows Fundamentals, Networking Fundamentals, Threat Intelligence, Malware Analysis, Scanning and Enumeration, Access Controls, Database Security, Digital Forensics.

Kenya Certificate of Secondary Education (KCSE)
Karati Secondary School, Nyandarua, Kenya
January 2012 – November 2015
Mean Grade: C-

Professional Experience

Repair and Product Technician
M-Gas, Machakos, Kenya
October 2023 – Present

- Installed firmware and configured smart meters for production readiness, ensuring optimal performance and smooth deployment.

- Collaborated with production teams to test and prepare repaired ICT-enabled devices, maintaining an up-to-date inventory register and reporting faults for escalation.

- Repaired hardware components on IoT devices, reducing downtime and supporting efficient system integration.

ICT Support Technician
Koinange Primary School, Njabini, Kenya
March 2022 – September 2023

- Provided end-user technical support to staff and students, resolving hardware/software issues and ensuring networked computers operated securely and efficiently.

- Maintained and repaired ICT equipment, including peripherals, to keep systems in good working condition and monitored performance to prevent faults.

- Taught computer studies and practical sessions, installing software and configuring systems according to specifications for educational lab use, while preparing lab spaces for classes.

Hardware Repair Specialist (Self-Employed)
Njabini, Kenya
Ongoing

- Diagnosed and repaired hardware faults on laptops, phones, and TVs, performing installations and configurations to restore full functionality.

- Offered remote and onsite support using tools like AnyDesk and TeamViewer, identifying issues and reporting for advanced resolutions.

ICT Industrial Attachment Trainee
KCA University, Nairobi, Kenya
March 2020 – September 2020

- Installed and configured hardware, peripherals, and operating systems (Windows/Linux) on new machines, ensuring compliance with organizational specifications for lab environments.

- Performed network troubleshooting, server configurations, and daily backups; monitored ICT equipment performance and reported faults promptly.

- Provided user support and maintained audio/video equipment in conference rooms and labs, collaborating with teams to complete tasks efficiently and ensure orderliness.

Skills

Technical:
System Installation & Configuration (Windows/Linux), Hardware/Software Repair & Troubleshooting, Network Monitoring & Basics, Firmware Installation, Database Management (SQL), Basic Programming (Python), Microsoft Office Suite, Remote Support (AnyDesk, TeamViewer), AV Equipment Setup.

Cybersecurity:
Malware Analysis, Threat Intelligence, Access Controls, Digital Forensics.

Soft Skills:
End-User Support, Problem-Solving, Team Collaboration, Time Management.

Languages:
English (Fluent), Kiswahili (Native).

Certifications

- Cybersecurity Analyst, Cybershujaa Program (2024)

- Python Basics, HackerRank (2023)

- SQL Database, HackerRank (2023)

- NYS Certificate of Service for Under Officers

Interests

Computer Programming, Ethical Hacking, Database Creation & Management, Penetration Testing, Web Development, DevSecOps.

Referees

Caroline Ngigi
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