TOM MAETA AIKO

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PROFILE SUMMARY

Highly efficient and diligent IT professional with 2 years of experience in technology field. Capable leader with excellent skills in delegating responsibilities to others and supervising for effective task completion. Enthusiasm for technology hence delivering excellent services to customers and other visitors in the office setting. Commitment to upholding company policies and procedures when working with staff members and motivating team. Strong organizational skills and excellent attention to detail when dealing with paperwork.

PERSONAL DETAILS

Id No: 39551799.

Languages: Fluent in English, Kiswahili.

Gender: Male

 Date of birth: 28th January/2001.

EDUCATION AND PROFESSIONAL QUALIFICATIONS

- Certificate in Cybersecurity and Ethical hacking – Cisco Networking Academy 2024-2025.
- Bachelor of Mathematics and Computer Science, Major (Computer science) – Meru University 2020-2024
- Certificate of Full stack Development, Full stack online course accredited – Geeks for Geeks Online Boot camp 2024.
- Kenya Certificate of Secondary Education, K.C.S.E, st Marks Secondary School (Kisii), 2015 to 2019.

KEY SKILLS AND COMPETENCIES

- **Competence** - I have a strong competence in IT; with expertise in programming languages such as Python, Java and extensive experience in Network troubleshooting and full stack development. I have completed various projects and awarded Cisco Badges.
- **Good Communication skills** – I possess strong communication competence, I excel in presenting complex technical and non-technical concepts, hence clarity and understanding. My written

communication skills allow me to create detailed documentation and user manuals that enhance user experience.

- **Organized and Goal Oriented** -Am highly organized and detail-oriented, which has been pivotal In my IT career. I excel in project management, creating comprehensive plans that outline tasks , deadlines and responsibilities, sharing among team members and stakeholders.
- **Good in Time Management** – I consider myself as a master of time management which has contributed to my effectiveness , I prioritize tasks by daily planning method ensuring that I tackle the most critical items first as I maintain clarity and focus.
- **Possesses Good Judgment** - To be an effective techie, I exercise good judgment, and the more experienced my judgment, effective and valuable I become. I often work without a lot of direction, so being able to make sound decisions without supervision, I anticipate or recognizes problems and am able to refer them quickly to right person or department for department for resolution.
- **A Team Player** -I do all that I am asked to do with a smile and as much enthusiasm I can, I thrive in collaborative environment where I do also actively listen to my colleagues' ideas provide constructive feedback and take initiative to support team members.
- **A problem Solver** -Flexible, assertive and proactive with strong problem solving skills.

WORK HISTORY

SOFTWARE DEVELOPER AND IT TECHINICAL SUPPORT (FREELANCER)   JAN 2024 UP TO DATE.

UP WORK GLOBAL INC. AND ONLINE FREELANCING SITES (ONSITE AND REMOTE)

 Up work Global Inc., formerly Enlace-o Desk is an American freelancing platform headquartered In Santa Claraand San Francisco, California. The company was formed in 2013.

Duties and Responsibilities:

- **Design and Development**-wrote, tested and maintained code for applications and softwares.
- **Testing and Debugging**- Unit testing to ensure client components of the project are functioning well as well identifying and fixing any bug in the softwares.
- **Technical documentation**- Wrote documentation for the code and client manuals.
- **Cross-Functional Collaboration**-working with developers to ensure alignment of projects.
- **Maintenance and Support**- implementing updates, patches to boost security functionality.
- **Research and Learning** -Keeping up with the industry trends, technologies, to enhance skills
- **Designing and configuring network systems** for clients i.e. routers, switches and firewalls.
- **Drafting network installation guides** for the clients.
- **Regular maintaining and updating network hardware** for the clients and drafting a guide.
- **Setting up and managing firewalls to protect the network** from external exploitation.
- **Diagnosing and resolving network issues** including connectivity and hardware failures.
- **Organizing and prioritizing tasks** based on project timelines and client goals.
- **Utilizing version control systems** like GitHub for code management.
- Actively seeking, incorporating peers and supervisors to improve skills and performance.

- **Participation in user testing sessions to gather feedback** and make necessary adjustments.
- **Monitoring application performance** and addressing issues post and per-deployment.
- **Implementation of security best devices** and security measures.
- **Demonstration of self-discipline to complete tasks** without complains from clients.
- **Communicating with clients and stakeholders to gather requirements** and as well aid me in understanding the scope of the project and what is needed.
- **Regularly reviewing and refactoring existing code** to improve the performance of the code as well ensure easy maintenance of the code.
- **Keep track of documentation of client data** and filling system.
- Participating in online developer forums and discussions to share knowledge. Utilizing cloud platforms for application deployment and other projects deployment. Designing and managing databases i.e. MySQL to develop, update and retrieve an application data.

Key Achievements:

- Successfully delivered software projects on time and within the estimated budget, meeting the client expectations.
- Refactored existing code and improved performance metrics.
- Developed innovative features to client projects that enhanced client experience.
- Earned professional certifications (CISCO) that validated skills and knowledge hence leading to improvement of the projects I delivered to and established trust with clients.
- Acted as team lead for several minor projects and brought accurate results strictly adhering to the deadlines for which I was always praised.
- Recognized by Up work team and mentioned among the hardworking freelancers.
- Accurately recorded day to day financial transactions in the correct day book, suppliers' ledger and general ledger of the clients.
- Succeeded in guiding projects to meet compliance standards.
- Speaking at various industry web conferences, shared my expertise together with my innovative ideas with peers.
- Implemented robust security measures hence protecting the projects from vulnerabilities.

ICT TECHNICAL SUPPORT STAFF (INTERN)

MINISTRY OF ICT AND DIGITAL ECONOMY June 2023 - November 2023.

The Ministry of ICT and Digital Economy is leading ministry responsible for overseeing development and implementation of policies related to information and communication.

Duties and Responsibilities:

- Handling group administrative tasks such as data input, processing information, and completing paperwork, filing documents, typing, copying, binding, scanning, and generating reports and presentations.

- Helped in Microsoft word editing and debugging the company's website as well I was able to ensure effective collaboration with the supervisor.
- Software installation and updates.
- Network troubleshooting and Ethernet fixing.
- Maintain polite and professional communication via phone and e-mail.
- Taking notes and minutes in staff meetings.
- Being a point of contact for a range of group staff and external intern- stakeholders.
- Using computer to generate reports, transcribe minutes from meetings, conduct research and create presentations and Preparing documents for daily activities in my group.
- Timely and effective collaboration with my fellow attaches.
- Computer CPU maintenances and Computer repair.
- Ethernet fixing and computer troubleshooting
- Writing and issuing notification to my team on behalf of our supervisor.
- Python coding projects with my colleagues during leisure times.
- Implemented more effective systems for the management of meetings, Scheduling meetings and appointments.
- Maintained and improved MySQL database of Ministry client accounts, including updating and formatting when necessary and as by directed.
- Providing clerical and administrative support to ICT executives.
- Compiling and updating employee's records (hard and soft copies).
- Assist in implementation of complex systems under supervision
- Installation of different Operating system including, windows, Linux (Ubuntu, Kali, Mint Debian).
- Conducted initial orientation to new attaches whom joined later.
- Respond to staff and provide information and aid to the staff members.
- Set up, organize and maintain paper and electronic filing systems in accordance with recognized procedures and standards.
- Prepare and edit correspondence reports and submitted them to supervisors for review.
- Interacted with the company's server but under supervision.
- Process and distribute documents effectively.
- Plan and schedule appointments for my team.
- Provide support including copying, scanning and typing.
- Monitor and coordinate the flow of information.
- Prepared and processed expense reports

Key Achievements:

- Debugged and added new features to Ministry's website and implemented some changes in their database system successfully.
- Coordinated team events at the best hence leading to successful learning and coordination.
- Trained new and fresh attaches.
- Provided backup support to ICT and other departments.

- Collaborated with other departments of the company in order to centralize the database for easy retrieval of information.
- Generated weekly report to the supervisor and the senior IT department for reviewing.

RELEVANT TRAINING AND SHORT COURSES

- ❖ Certificate Introduction to Cybersecurity and Ethical hacking-CISCO 2024
- ❖ Certificate in Full stack Development – GEEKS FOR GEEKS 2024
- ❖ Volunteer CITAM Assembly (ICT and Media Department)- 2024

HOBBIES

- ➢ Programming and Coding.
- ➢ Reading novels and Religious books.
- ➢ Playing and watching football.

REFEREES:

1.Mr. Joshua Magare	2. Mr. Reuben Ombaso Sabisa	3. Mr. Francis O Hwaga
Accountant.	ICT Staff.	Director of Information
Victoria Insurance Company.	Kenya Revenue Authority.	Ministry of ICT -KNA
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