

JOAN MUGURE WAMBUGU

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CAREER SUMMARY

I am an ICT professional with over 4 years of hands-on experience supporting IT operations in dynamic business environments. My core strengths include system maintenance, user support, network administration, troubleshooting hardware and software issues, and ensuring data security. I am focused on leveraging technology to enhance operational efficiency, streamline communication systems, and provide reliable technical support to end-users. I am Proficient in managing IT infrastructure, resolving technical challenges promptly, and contributing to smooth day-to-day ICT operations.

WORK EXPERIENCE

EDENBRIDGE CAPITAL

ICT ASSISTANT

June 2024 – August 2025

- **Technical Support:** Provided assistance to staff and students in troubleshooting hardware and software issues, enhancing overall operational efficiency.
- **Network Maintenance:** Supported the maintenance of network systems, ensuring reliable connectivity and performance for users.
- **Software Development:** Collaborated on small-scale software development projects, gaining hands-on experience in programming and application design.
- **Data Management:** Assisted in managing and organizing data, including inputting, updating, and ensuring data accuracy in databases.
- **Documentation:** Helped create user manuals and documentation for various software applications, improving user experience and understanding.
- **Research and Development:** Conducted research on emerging technologies to support the ICT team in evaluating new tools and systems for implementation.

THE NATIONAL TREASURY AND ECONOMIC PLANNING

ICT ASSISTANT

February 2023 – April 2023

- Configured personal computers for internet connectivity.
- Performed system backups and restorations.
- Installed software applications.
- Conducted general computer maintenance.
- Provided user support.

COUNTY GOVERNMENT OF KIRINYAGA

ICT SUPPORT PERSONNEL

August 2022 – October 2022

- Installed and set up computer hardware, software, systems, networks, printers, and scanners.
- Monitored and managed the performance of computer systems and networks.
- Addressed service requests and issues promptly.
- Delivered technical support in person and via phone.
- Created accounts for new employees.
- Evaluated and tested new technologies

SKILLS

- Sound knowledge in computer Maintenance, e.g., software installation and backing up of data
- Database keeping and management
- Proficiency in data analytics, e.g., SQL, Python.
- Clear understanding of the use of Excel for Data Management, use of V-lookup, and Pivot point.
- I have done a few computer languages, e.g., VB.Net, C++, C, JavaScript.
- Solving networking issues in VOIP, Internet, LAN, and WAN.
- Application in AUTOCAD and QuickBooks.
- Application of CCNA.

EDUCATION

1. Bachelor's Degree in Information Technology at KCA University- Ongoing
2. Nairobi Institute of Business Studies (NIBS) – Diploma in Information Communication Technology (June 2018 – November 2023)

CERTIFICATIONS & SHORT COURSES

- **Software Development** | Power Learn Project (In Progress)
- **Cloud Network & Security** | Cyber Shujaa (In Progress)
- **Generative AI Certificate** | The Open University of Kenya (In Progress)
- **Cloud Computing Practitioner** | AWS Re/start
- **Cisco Certified Network Associate (CCNA) Training** | KCA University (Completed Q1 2024)

ACHIEVEMENTS

- Successfully implemented and maintained a centralized helpdesk system, improving IT support response time at Edenbridge Capital.
- Reduced system downtime through proactive network monitoring and timely hardware/software troubleshooting at The National Treasury.
- Provided technical support to over 200 end-users, maintaining a high user satisfaction rate at the County government of Kirinyaga.

- Assisted in upgrading and securing company servers, enhancing data integrity and backup processes at Edenbridge Capital.
- Played a key role in rolling out a company-wide ERP system and providing user training.
- Automated routine IT tasks, reducing manual workloads and increasing department efficiency at the National Treasury.
- Supported the migration of critical company data to cloud storage, ensuring business continuity and data security at the County government of Kirinyaga.

REFEREES

- Referees are available upon request.