



Felix Webbo

Junior IT Support Engineer

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Profile

I am a Junior IT Support Engineer with a solid foundation in computer systems, networking, cybersecurity, and cloud technologies. I am proficient in diagnosing and troubleshooting hardware and software issues, supporting users, and ensuring the smooth operation of IT infrastructure. My hands-on experience includes network installation and configuration, CCTV setup, software implementation, and system administration for Windows environment. I have also worked with web systems, basic full-stack development, and emerging technologies such as IoT and AI. I am committed to delivering reliable technical support, enhancing system performance, and contributing to secure and efficient IT environments.

Professional Experience

05/2025 – 08/2025

Kakamega, Kenya

IT Technician - Attachment

Masinde Muliro University of Science and Technology

- Developing documentation of computer programs according to instructions and specifications.
- Installed and configured computer systems and solutions;
- Maintained application systems.
- Provided end user support and training users on effective and efficient use of ICT facilities.
- Installed, configured and monitored Local Area Network components.
- Administered and managed users in the Active Directory.
- CCTV Installation & Configuration
- Windows System Administration
- ICT Equipment Maintenance & Inventory Management
- Basic Full-Stack & Mobile Programming
- Cloud Computing (Foundations)
- Cybersecurity Best Practices
- IoT & AI Fundamentals

08/2022 – 04/2024

Kajiado, Kenya

Webmaster / IT Support – MMUSSA (Multimedia University Students' Association)

Multimedia University of Kenya

- Maintained the MMUSSA club website, ensuring up-to-date content and smooth site performance.
- Implemented website updates, announcements, and event information.
- Ensured site security, reliability, and user accessibility.
- Collaborated with club leadership to manage digital communication and online engagement.

Frontend Developer

Advent Band ↗

- Designed and developed user-friendly frontend interfaces for the Advent Band digital platforms.
- Built responsive layouts using modern web technologies (JavaScript, Typescript, React, Tailwind CSS).
- Worked with team members to update digital assets, event information, and media content.
- Contributed to improving user experience and strengthening the band's online presence.

🎓 Education

09/2021 – 10/2025

Kajiado, Kenya

BSc in Applied Physics and Computer Science

Multimedia University of Kenya ↗

I graduated with First-Class Honours in Applied Physics and Computer Science, demonstrating excellence at the intersection of hardware principles and software innovation.

01/2017 – 03/2021

Kakamega, Kenya

Kenya Certificate of Secondary Education

Handidi Secondary School

I hold a Kenya Certificate of Secondary Education (KCSE) with a B- grade, which provided a strong foundation for my subsequent academic and professional development.

💡 Skills

Technical Skills



- Hardware diagnostics, repair & troubleshooting
- Software installation, configuration & maintenance
- Network installation & configuration (LAN/WLAN)
- Windows & Linux system administration
- CCTV installation & configuration
- Virtualization tools (VirtualBox, VMware)
- Full-stack development (JavaScript, React/Next.js)
- Web systems maintenance & content updates
- Git & version control
- Command-line environments (PowerShell, Bash)
- Cloud fundamentals (AWS basics)
- Cybersecurity best practices
- IoT & AI fundamentals
- Technical documentation & reporting
- Strong Linux knowledge
- Strong Network security knowledge

Soft Skills



- Strong problem-solving and analytical thinking
- Excellent communication and user support skills
- Good interpersonal skills
- Attention to detail and accuracy
- Teamwork and collaboration
- Adaptability and willingness to learn
- Time management and task prioritization
- Customer service orientation
- Critical thinking and troubleshooting mindset
- Professionalism and reliability
- Ability to work under minimal supervision
- Ability to work independently and in a team environment

Languages

English



Kiswahili



Certificates

- Bits and Bytes of Computer Networking 
- System and Network Security - IBM
- Incident Response and Systems Forensics - IBM
- Governance, Risk and Compliance - IBM

- Networking Basics - cisco
- Cloud Security - IBM
- Cloud Computing and Virtualization - IBM
- Technical Support Fundamentals - coursera 

- Vulnerability Management - IBM
- Security Operations and Management - IBM
- Cyber Threat Management - cisco
- Ethical Hacker

Interests

- Exploring emerging technologies
- Cybersecurity challenges and labs
- Tech community involvement and volunteering

Projects

07/2025 – Present

Hotel Vannah

hotelvannah.com

08/2024 – 04/2025

MMU Dispensary Appointment System

Patient Appointment System

My Undergraduate project

Cyber Investigator Simulation (IBM)

- Conducted threat hunting in a simulated enterprise environment.
- Analyzed malware behavior & mitigation strategies

Capstone: Secure Network Design (IBM)

- Designed a zero-trust network architecture for enhanced security.
- Implemented firewall policies & intrusion detection mechanisms

References available upon request