

Curriculum vitae

Location: Buru Buru phase one, Nairobi Kenya

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My names are Collins Mwega, a TVET Student graduate with a Diploma in Information and Communication Technology, Eager to gain hands-on experience and advance my skills in the networking and IT support industry while contributing to a forward-thinking organization. Highly motivated, quick to learn and committed to delivering reliable and efficient solutions with the goal of becoming a successful Network engineer and IT Support Technician.

Technical Skills

1. **Office Productivity Tools:** Skilled in Microsoft Word, Excel, PowerPoint and Google Workspace.
2. **Operating Systems:** Familiarity in Linux, windows server, Windows
3. **Scripting:** Familiarity in Bash, Command shell and PowerShell
4. **Networking:** Proficient understanding of TCP/IP, DNS, DHCP, Firewalls and networking configuration
5. **Security:** knowledge of cybersecurity practices, monitoring and security related tools
6. **Troubleshooting:** Ability to diagnose and resolve technical issues with hardware, software and networks.
7. **Virtualization Technology:** Familiarity with Virtualization technologies like VMware, Hyper-V

Soft Skills

1. **Problem Solving:** Able to analyze basic IT issues and find practical solutions quickly.
2. **Teamwork:** Comfortable working in group settings.
3. **Communication:** Capable of explaining technical issues in a clear and user-friendly way.
4. **Adaptability:** Quick to learn new technologies and tools in dynamic environments.
5. **Analytical Skill:** monitoring performance and identifying areas for improvement
6. **Documentation:** Creating and maintaining system record logs and user procedures.

Education

Diploma in Information and Communication Technology

September 2020 – December 2023

Nairobi Technical Training College, Ring Rd Ngara, Park Rd, Nairobi, Kenya

PERSONAL WORK EXPERIENCE

Attache at Eleski Tech Cyber Café

1. Conducted hardware and software troubleshooting and basic repairs reducing workstation downtime.
2. Configured static IP addresses for printers and workstations, minimizing IP conflict and improving networks stability.
3. Maintained and managed LAN infrastructure by crimping, testing and replacing RJ45 cabling to ensure seamless & efficient connectivity.
4. Managed a cybercafé management software to monitor client time, maintain user security and manage printing/scanning services.

Certifications

Diploma in Information and Communication Technology