

# Kelvin Makau Munyao

## Technical Support / Cloud Engineer

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### PROFILE

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Knowledgeable technical support engineer with a track record of successfully managing IT infrastructure, resolving issues, and providing solid technical solutions. Competent in network system monitoring, putting in place efficient security measures, and offering both on-site and remote support. Adept in Python, JavaScript, HTML, and CSS, with a strong emphasis on improving user experiences and increasing operational effectiveness. I am skilled in digital marketing and system troubleshooting, with practical experience in both Linux and Windows platforms. Having a strong grasp of cloud-based infrastructure and architecture best practices, I am an Associate AWS Certified Solutions Architect and Certified Cloud Practitioner. Knowledgeable with cloud services, Google Workspace, Microsoft 365, and IT security procedures. I am enthusiastic about using technology to tackle difficult problems and dedicated to ongoing professional development.

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### WORK EXPERIENCE

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#### **ICT Officer, County Government of Machakos**

Aug 2023 – present  
Machakos, Kenya

- Provide technical support and troubleshoot software and hardware issues in a Linux and Windows based environment.
- Execute IT system test plans and recommend improvements to optimize performance and reduce costs.
- Troubleshoot software issues, escalating complex cases as needed.
- Ensure network security and perform regular updates, including antivirus installation.
- Manage user accounts and access privileges.
- Maintain incident logs, respond to user queries, and escalate issues.
- Deliver remote technical support to staff across multiple locations.

#### **Data Annotation, Telus International**

Nov 2023 – present

- Accurately transcribe and input data from various sources into database systems.
- Review and verify data to detect and rectify errors, ensuring data integrity.
- Maintain confidentiality and security standards while handling sensitive information.

#### **Software Support Engineer, Pergamon Group LTD**

May 2022 – Aug 2023  
Nairobi, Kenya

- Supported clients and colleagues in installing, troubleshooting, and configuring Ubuntu Linux and Windows desktop environments.
- Provided IT support and technical consultation, resolving 95% of system-related issues within SLA timelines.
- Installation and activation of ETR and ESD devices
- Ensured data accuracy and security during device integration and troubleshooting processes.
- Training and supporting end-users on device usage.
- Integration and support of systems with devices and REST API for multi-terminal ease of use.
- Drove customer communication during critical events, ensuring clarity and efficiency in problem resolution.
- Partnered with internal teams to reproduce and resolve complex issues, enhancing overall customer support experience.
- Provided consulting and support for technical areas related to hardware, software, and networking.
- Delivered technical advice in site meetings with the sales team and trained users on software operations.

## IT Attache, KALRO - Alupe

- Troubleshoot operating systems and corrupt applications.
- Installed computers and peripherals.
- Built data collection forms in Kobo Toolbox server.
- Conducted data collection and management.
- Performed data analysis using SPSS and data visualization using Tableau.
- Managed networking tasks.
- Conducted thorough data reviews and quality assurance checks to ensure accuracy.
- Ensured the confidentiality and security of collected data.

Aug 2021 – Sep 2021

Busia, Kenya

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## EDUCATION

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
### BSc. Computer Science, Moi University

- Second Class Honors
- Member of Student Council - Delegate

2017 – 2021

Eldoret, Kenya

### Certificate in Web Development(HTML, CSS, JS) and Android App Development,

eMobilis Institute of Technology 

Jan 2017 – May 2017

Nairobi, Kenya

### High School Certificate, St. Charles Lwanga School

Mean Grade B

2013 – 2016

Kitui, Kenya

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## CERTIFICATES

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### AWS Certified Solutions Architect

Amazon Web Services

### AWS Cloud Practitioner

Amazon Web Services

### The Bits and Bytes of Computer Networking

Coursera

### Technical Support Fundamentals

Coursera

### Crash Course on Python

Coursera

### Responsive Web Design

freecodecamp.org

### JavaScript Algorithms and Data Structures

freecodecamp.org

### AiCE Career Essentials

ALX Africa

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## SKILLS

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### Cloud Computing (AWS)

AWS Certified Solutions Architect



### Web Development

HTML/CSS/JS



### Scripting

Basic Python, Bash, CLI tools



### Customer Service

Remote support, SLA management, issue tracking



### Linux Desktop Support

Basic Ubuntu installation, configuration, troubleshooting



### Problem Solving

Analytical skills for troubleshooting and resolution



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## HOBBIES

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- Chess
- Coding
- Traveling, Hiking, Swimming
- Music

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## REFERENCES

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**Antony Chege**, *HOD Software Department*, Pergamon Group Limited  
antonynguru1@gmail.com, 0714503950

**Kennedy Muasya**, *ICT Officer*, Machakos County  
kenmuasya@gmail.com, 0746434450