Stephen Kamau Njoroge

ICT Support Technician

CONTACT

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Nairobi, Kenya

SKILLS

- Helpdesk
- Microsoft 365
- Active Directory
- Networking
- Hardware repair
- Backups
- CCTV

CERTIFICATIONS

CompTIA A+
CompTIA, 2022

CCNA
Cisco, 2024

LANGUAGES

English (Fluent)

Kiswahili (Fluent)

PROFESSIONAL SUMMARY

ICT support technician with 4 years supporting 300 users across two offices. Resolves 90% of tickets within one working day, manages Microsoft 365 and Active Directory, and keeps network uptime above 99.5%.

WORK EXPERIENCE

ICT Support Technician Mar 2022 – Present

Savannah Insurance Brokers, Nairobi

- Resolve about 25 helpdesk tickets a day, 90% within one working day
- Manage Microsoft 365, Active Directory and user onboarding for 300 staff
- Replaced the office Wi-Fi and firewall, raising uptime to 99.5%
- Run monthly phishing-awareness training

ICT Intern May 2021 – Feb 2022

Nairobi County ICT Department, Nairobi

- Installed LAN cabling and configured switches in 3 sub-county offices

EDUCATION

Diploma in Information Technology 2018 – 2021

Kenya Technical Trainers College