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Godfrey Mariga

Logical, network technician, front-end web developer and solution-focused IT professional with remarkable experience in providing comprehensive technical support to clients and companies. Adept at leveraging superior analytical thinking skills to prioritize tasks, identify technical issues, and provide timely resolutions. Possess incomparable communication abilities to convey innovative ideas to diverse audiences of varying technical expertise.

Work Experience

ICT Officer Intern – (August 2023-present)

Nyeri County Governor's Office

- Update County government website
- Monitor network performance and troubleshoot network problems
- Assist with help desk calls, scheduling, and tickets management
- Follow up on user requests and ensure timely resolution
- Basic end-user support on technical issues covering Mac/PC hardware, printers, scanners, computer peripherals, mobile devices (iOS, Android), and network connectivity
- Create accounts and configure end-user computer systems under IT staff guidance
- Assist in the maintenance of IT standards and documentation
- Inventory technology equipment and software under IT staff guidance
- Use remote tools for maintenance and support of ICT systems
- Maintain audio and video equipment in conference rooms
- Support/maintenance of IP telephony system

Network Technician – (Jan 2022-July 2023)

Fresh Products, Thika

- Design, install, configure, and maintain local area networks (LANs), wide area networks (WANs), and other data networks
- Monitor network performance and troubleshoot network problems
- Configure firewalls, routers, and switches
- Implement security measures to protect networks and systems
- Develop and implement network-related procedures and standards

- Research and recommend network and data communications hardware and software
- Monitor and test network performance and provide network performance statistics and reports
- Analyze network traffic and provide capacity planning solutions
- Develop and maintain documentation for network configuration, network mapping, processes, and service records
- Provide technical support and guidance to users

ICT Officer Attachment – (June 2021-August 2021)

Nyeri County Governor's Office

- Provided extensive IT support to internal and external stakeholders
- Installed and configured computer hardware operating systems and applications
- Monitored and maintained computer systems and networks
- Resolved, diagnosed, and solved network problems and relevant software faults

Research Officer – (Jan 2018-Nov 2018)

Apex Market Solution

- Collected data from the field through Nyeri County
- Utilized SPSS and Minitab statistical software to track and analyze data
- Used advanced Microsoft Excel to efficiently create pivot tables and pivot reporting

Education:

BSc Information Science (Information Technology), Moi University, 2016-2021, Second Class Upper

Skills and Attributes:

- Excellent knowledge of a variety of programming languages, including Java, JavaScript, PHP, and SQL
- Data communications
- Expert in network fault diagnostics and troubleshooting, Cisco router, Cisco switch, and switching configuration and technologies
- Network design and implementation
- Network security protocols
- Technical support and end-user guidance
- Cloud-based infrastructure migration
- Network monitoring tools
- Network hardware and software configuration

- Knowledge of networking protocols (e.g., TCP/IP, BGP, OSPF)
- Familiarity with network devices (e.g., routers, switches, firewalls)
- Strong communication and collaboration skills

Awards and Achievements:

- Certificate of participation in the Safaricom Programmers Challenge Workshop - 2019
- Oracle OpenWorld, March 2020

Certifications:

- Google IT Support Professional Certificate - April 2019
- EMobile web development course certificate
- CCNA – ongoing classes

Volunteering Activities:

Volunteer IT Support Technician, Local Nonprofit Organization (2019-2020)

- Provided technical support and troubleshooting assistance to staff members
- Assisted in the setup and maintenance of hardware, including computers, printers, and networking equipment
- Conducted training sessions to educate employees on basic IT skills and best practices for cybersecurity

Hobbies/Interests:

- Reading and writing articles
- Coding
- Blogging
- Football

Referees:

Mr. Dadson N. Kanja
Ag Director ICT, Nyeri County Government
Tel: 0724940130

Alice Wairimu
Apex Solutions Regional Coordinator
Tel: 0728364693

Mr. Mathenge
Fresh Products Manager
Tel: 0720837502