

JOSHUA MURIU

P.O. Box 122, 00511 Mbagathi

+254 740 753 636

muriujosh18@gmail.com

PROFILE

Dedicated IT Support and Technical Specialist with a Bachelor of Science in Criminology and Security Management (specializing in Cyber Crimes and Digital Forensics) from Dedan Kimathi University of Technology. Over 7 years of experience in IT support, systems administration, database management, network troubleshooting, user support, hardware/software maintenance, and ensuring data accuracy and security. Proven expertise in resolving technical issues promptly, managing memberships and affiliations in secure systems, developing user guides, and preparing reports on system performance. Skilled in IT security, compliance with policies, and supporting stakeholders in dynamic environments. Familiar with membership-based systems through security and asset management roles; eager to apply knowledge to sports-related IT operations, including handicapping systems. Hold a valid Kenyan driving license with experience in logistics coordination.

PROFESSIONAL EXPERIENCE

IT and Logistics Consultant (Freelance) Various Clients (Corporate, SMEs, Law Firms, and Law Enforcement), Kenya 2021 – Present

- Provided prompt IT support to over 50 users, resolving hardware, software, network, and telecommunications issues, ensuring minimal downtime and adherence to data security protocols.
- Managed and maintained databases for client records, ensuring data accuracy, security, and compliance with recovery policies; performed regular audits and updates to optimize integrity.
- Administered hardware, software, networks, and systems, including installations, upgrades, configurations, and troubleshooting to maintain efficient operations.
- Developed and updated user guides and manuals for IT systems, training end-users on best practices and facilitating smooth adoption of new tools.
- Supported planning and delivery of events and training sessions, including logistics, materials preparation, and certification processes; tracked memberships and affiliations for clients.
- Prepared periodic reports on system performance, incident resolutions, and maintenance activities; recommended improvements for security and efficiency.

- Assisted in procurement and vendor relations for IT supplies, budgeting, and compliance with organizational standards.

IT and Security Operations Manager Straight Security Limited, Nairobi, Kenya 2018 – 2021

- Served as primary liaison for IT support to internal teams and external stakeholders, resolving issues related to networks, servers, printers, scanners, and access control systems promptly.
- Administered and maintained hardware, software, databases, and telecommunications systems, ensuring data accuracy, security, and compliance with licensing and recovery plans.
- Managed memberships and affiliations by tracking assets and user access in secure systems; prepared reports on performance, updates, and rankings for management review.
- Conducted troubleshooting and problem-solving for network and system issues, implementing preventive measures to enhance reliability and user support.
- Coordinated logistics for operations, including vehicle fleet management, event preparations, and materials handling; supported committee meetings with technical setup and documentation.
- Developed disaster recovery plans and user training materials; liaised with vendors for upgrades and innovations in IT infrastructure.
- Handled reporting on IT performance, grievances, and compliance, promoting secure and efficient environments through strong interpersonal communication.

EDUCATION

Bachelor of Science in Criminology and Security Management (Cyber Crimes and Digital Forensics) Dedan Kimathi University of Technology, Nyeri, Kenya 2018 – 2025 Second Class Honours (Lower Division)

Diploma in Security Management Kenya Institute of Security and Criminal Justice (KICJ), Nairobi, Kenya 2016 – 2018

Kenya Certificate of Secondary Education (KCSE) – Mean Grade C (Plain) Kirwara Secondary School, Kenya 2014

CORE COMPETENCIES

- IT Support and User Liaison (Issue Resolution, Training, Stakeholder Communication)
- Database Management and Data Accuracy/Security (Audits, Backups, Recovery)
- Systems Administration (Hardware/Software, Networks, Telecommunications)
- Report Preparation (System Performance, Updates, Rankings)

- Logistics and Event Support (Planning, Materials, Certification)
- Problem-Solving and Troubleshooting (Networks, Security, Compliance)
- Knowledge of IT Security, Network Management, and Membership Systems
- Excellent Communication and Interpersonal Skills
- Valid Kenyan Driving License with Urban Experience

TECHNICAL TOOLKIT

- Hardware/Software: EnCase, FTK, Autopsy, Cellebrite UFED, Magnet AXIOM, X-Ways Forensics
- Networking: Wireshark, Volatility, RegRipper, OSForensics
- Systems: Kali Linux, Bulk Extractor, ERP Systems (e.g., Navision Configurations)
- Office Tools: MS Office Suite, General Drivers, and Applications for Reporting/Procurement

REFERENCES

1. Dennis Miano Director, Dedan Kimathi University of Technology Phone: 0720 435 575 Email: directormairobi@dekut.ac.ke
2. Fr. Francis Mwangi Parish Priest, St. Mary's Rongai Phone: 0712 455 306 Email: stmarysrongai@wananchi.com
3. KICJ Administration Kenya Institute of Security and Criminal Justice Phone: 0720 224 714 Email: info@kicj.ac.ke