



JOSEPH MWANZA

A resourceful Technical Support Officer with 5+ years of ICT experience (including hardware, software, Internet support), Surveillance systems support and a programmer.

Dedicated to customer satisfaction with focused delivery of technical solutions. Self-driven with proven experience supporting clients in pre and post solution delivery.

CONTACT

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☎ +254768223313

SKILLS

- Computer and laptop hardware repairs
- Software installations, upgrades and troubleshooting
- Operating systems (Windows, Linux, MacOS) installations, upgrades and troubleshooting
- Computer networking and network support
- ICT support and data recovery services
- Information security and surveillance systems (CCTV)
- VoIP and intercom solutions (PABX)
- Driving

RELEVANT EXPERIENCE

Technical Support Officer

Freelancing 2023 - Current

- Web/App Development
- Digital Marketing
- IT Expert consultation

Technical Support Officer Lamatech Kenya - Nairobi

2023 - Nov 2024

- Perform hardware and software installation and provide high-level customer care, training, and technical support.
- Troubleshoot, research, diagnose, document and resolve technical issues in Windows 7, 10, 11, Server, MS Office, Outlook email setup and LAN/WAN connectivity issues.
- Designing and installing well-functioning computer networks, connections and cabling
- Performing troubleshooting to system failures and identifying bottlenecks to ensure long term efficiency of network
- Testing and configuring software and maintain and repair hardware and peripheral devices
- Installing information security and surveillance systems

UI/UX Design Skills :

Illustrator , Photoshop,
Coreldraw, AdobeXD,
Mockup, webflow, figma

Web/App Developer Skills

Front-end:

HTML, JavaScript, CSS,
React, Bootstrap, Tailwind
CSS

Back-end:

Ruby, PHP, Nodejs

Database:

MySQL,Sqlite3, PostgreSQL

API:

Restful API, sinatra API

Content Management Skills:

WordPress, Drupal

Web development jobs done

www.waldorfycreatives.com

www.amladvocates.co.ke

www.studyprotutors.com

Technical Support Officer

Agnes & Mathews Advocates Law LLP – Nairobi
2020-2022

- Perform hardware and software installation and provide high-level customer care, training, and technical support.
- Troubleshoot , research, diagnose, document and resolve technical issues in Windows 9x, XP, 7, Server2008, MS Office, Outlook email setup and LAN/WAN connectivity issues.
- Designing and installing well-functioning computer networks, connections and cabling
- Performing troubleshooting to system failures and identifying bottlenecks to ensure long term efficiency of network
- Testing and configuring software and maintain and repair hardware and peripheral devices
- Installing information security and surveillance systems
- Installation and mantaining PABX system

Technical Support Officer

ITLAB Solutions - Ongata Rongai | 2017 -2019

- Provided troubleshooting and support for servers, workstations, remote access, printers and peripherals in client/server/database relate applications.
- Installed information security and surveillance systems for clients
- Provided ICT support and data recovery services to clients
- Handled maintenance and repairs of all company computers, laptops, printers and other hardware
- Performed light Network Administration for the newly installed machines for the users: Login issues, Password re-set, e-mail login.

EDUCATION

Driving License (B, C1, C)

Style Up Driving School | 2015

Bsc. in Information Technology

JKUAT - Karen Campus | 2012

Diploma in Information Systems

Vic Mark Institute | Mar 2009 - Feb 2010

Secondary School Education

Baricho Boys' High School | Jan 2004 - Dec 2008