

# BEUTTAH JIM MULEHI

IT Solutions Specialist & Web Developer

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## PROFILE

With a degree in Mathematics and Computer Science, I am excited to pursue a career as an IT Solutions Specialist & Web Developer. My strong foundation in PHP, Laravel, and API development, along with expertise in networking and IT support, equips me to excel in delivering technical solutions. I am driven to leverage my skills to solve complex problems, develop innovative web and IT systems, and provide reliable technical support in a fast-paced, technology-driven environment.

## SKILLS

- Proficient in PHP, Python, Java, and other programming languages.
- Strong analytical and problem-solving skills, with a deep understanding of mathematical concepts.
- Experience with database management systems such as MySQL
- Familiarity with web development technologies including HTML, CSS, JavaScript, PHP, and Laravel.
- Knowledge of computer hardware and software troubleshooting techniques
- Ability to work collaboratively in a team environment and communicate technical concepts to nontechnical stakeholders.
- Strong attention to detail and ability to manage multiple tasks and priorities.

With my combination of technical skills, problem-solving ability, and teamwork skills, I am confident that I can make a valuable contribution to any IT team. I am eager to learn and grow in this dynamic and ever-evolving field, and am excited for the opportunity to bring my skills and enthusiasm to a new role.

## EXPERIENCE

DATES FROM: JUNE 2024 – DATE

### IT OFFICER, TEMBEA FUTURES INSTITUTE (On Site)

- Developing and maintaining web applications, databases, and software systems.
- Troubleshooting technical issues and providing support to end-users.
- Supporting staff with IT-related issues by providing troubleshooting, technical assistance, and guidance to ensure smooth operations and productivity within the organization.
- Network Configuration and Maintenance.

DATES FROM: FEB 2024 – DATE

### IT SPECIALIST & WEB APP DEVELOPER, AMBULEX SOLUTIONS (Remote)

- Developed and optimized dynamic website, with CRM, integrating APIs for enhanced functionality (e.g., payment gateways, third-party services) while ensuring responsiveness across devices.
- Managed content upload processes and collaborated with teams to ensure accurate, timely website updates using modern web frameworks.

**DATES FROM: JANUARY 2023 – 30th JUNE 2023**

**IT SPECIALIST VOLUNTEER, NAIROBI CITY COUNTY (On Site)**

- Resolved technical issues: I provided technical support to end-users and resolved issues related to hardware, software, and network connectivity. I troubleshooted and diagnosed problems to determine the root cause of issues, and provided solutions in a timely and efficient manner.
- Installed and configured hardware and software: I installed and configured computer hardware, operating systems, and software applications for end-users.
- Maintained computer systems: I performed regular maintenance tasks to ensure the smooth functioning of computer systems. This included cleaning hardware components, updating virus definitions, and performing system backups to prevent data loss.
- Provided training: I provided training to end-users on how to use computer systems and software applications.

**DATES FROM: JANUARY 2022 – DECEMBER 2022**

**INTERNSHIP, KENYA REVENUE AUTHORITY (On Site)**

- Account creations and Billing: Responsible for creating and managing client accounts and ensuring timely and accurate billing processes. Maintained detailed records and communicated effectively with clients to address any issues or concerns.
- Offering Support to clients with the self-service portal: Provided top-notch customer support to clients using the self-service portal. Responded to inquiries in a timely manner and assisted with any technical issues, ensuring a seamless and user-friendly experience for clients.
- Troubleshooting office computers and mobile devices: Conducted in-depth troubleshooting and resolved technical issues on office computers and mobile devices, such as software installation, virus removal, and hardware repair. Ensured optimal functionality and efficiency of all devices, resulting in increased productivity and minimized downtime.

**DATES FROM APRIL 2017 – AUGUST 2017**

**COMPUTER SCIENCE ENGINEER INTERN, ADRIAN GROUP KENYA (On Site)**

- Network/ internet /link installation: Responsible for the installation and configuration of various network systems, including internet connectivity and links between devices. Ensured that all installations were completed in a timely and efficient manner, while adhering to industry standards and best practices.
- LAN configuration and management: Managed and configured Local Area Networks (LANs) to ensure seamless connectivity and efficient data transmission between devices. Collaborated with other IT staff to implement network security measures, troubleshoot issues, and ensure optimal performance of the LAN.
- Router, switch server and client computers configuration: Configured and managed routers, switches, servers, and client computers to ensure optimal functionality and efficiency. Conducted routine maintenance and upgrades to ensure compatibility with new software and hardware.
- Cabling: Installed, maintained, and repaired cabling systems for data transmission, including fiber optic, coaxial, and twisted pair cables. Ensured that all cabling systems were organized, labeled, and tested for maximum efficiency and safety.
- Writing reports: Prepared and submitted regular reports on network operations, maintenance, and upgrades. Analyzed network performance data and provided recommendations for improvement. Ensured that reports were accurate, timely, and easily understood by both technical and non-technical audiences.

**DATES FROM APRIL 2016 – AUGUST 2016**

### **ADMIN INTERN, ARTCAFFE COFFEE AND BAKERY (On Site)**

- Spreadsheets. Ensured that all data was properly formatted and checked for errors. Maintained high standards of confidentiality and security when handling sensitive information.
- Scanning, photocopying and printing: Conducted regular scanning, photocopying, and printing tasks as required. Maintained office equipment and ensured that all machines were in good working condition. Managed and maintained adequate supplies of paper, toner, and other consumables.
- Maintaining hard copy filing system: Organized and maintained a hard copy filing system for important documents and records. Ensured that all files were properly labeled and stored for easy retrieval. Conducted regular reviews to ensure that the filing system was up-to-date and properly maintained.
- Basic office computer and network troubleshooting: Diagnosed and resolved basic computer and network issues, such as slow performance, connectivity problems, and software errors. Conducted routine maintenance tasks, such as updating software and backing up data. Provided excellent customer service to colleagues and clients, ensuring timely resolution of any issues or concerns.

## **EDUCATION**

**SEPTEMBER 2015 TO APRIL 2021**

**BSc Mathematics and Computer Science, Jomo Kenyatta University of Agriculture and Technology**

**JANUARY 2010 TO OCTOBER 2013**

**Kenya Certificate of Secondary Education, St Mary's School Yala (A-)**

**JANUARY 2006 TO NOVEMBER 2009**

**Kenya Certificate of Primary Education, Sony Complex Primary (A-)**

## **HOBBIES**

- Learning about new technology trends and innovations
- Volunteer work with local organizations
- Participating in computer clubs and online forums
- Exploring technology-focused hobbies such as building computers, coding, or experimenting with new software

## **REFERENCES**

1. **Judith Awuor Oketch** CEO Ambulex Solutions  
**EMAIL:** Judith.oketch@ambulesolutions.org | **PHONE:** 0728657423
2. **Chris Salwa, Demand Planner from Norvatis**  
**EMAIL:** chrissalwa@yahoo.com | **PHONE:** 070702260857