

GERALD MUNGAI

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PROFILE

Tech-savvy and results-oriented Web Developer with a Bachelor's degree in Business Information Technology and a strong foundation in web development, WordPress, systems administration and cybersecurity principles. Cisco CCNA certified, with hands-on experience in IT support, infrastructure management, and web-based systems. Skilled in managing IT environments, supporting cloud infrastructure, and implementing secure, scalable solutions. Known for a proactive mindset, strong problem-solving skills, and a commitment to continuous learning and delivering high-quality technology solutions.

EDUCATION

MOUNT KENYA UNIVERSITY, Thika Town, Kiambu County

Bachelor of Business Information Technology

Graduated: December 2023 | Second Class Honors

NDURURUMO HIGH SCHOOL, Nyahururu Town, Laikipia County

Kenya Certificate Secondary Education (KCSE)

Completed: November 2019 | Grade: B- (Minus)

PROFESSIONAL TRAINING / CERTIFICATIONS

1. Cisco Certified Network Associate (CCNA)

Jomo Kenyatta University of Agriculture and Technology

- CCNA 1: Introduction to Networks
- CCNA 2: Switching, Routing, and Wireless Essentials
- CCNA 3: Enterprise Networking, Security, and Automation

EXPERIENCE

Freelance Web Developer

WordPress & IT Support

2025 – Present

- Developed and maintained WordPress-based websites, ensuring optimal performance and security.
- Managed cloud hosting environments and GitLab version control for efficient deployment.
- Provided IT support, resolving technical issues and ensuring seamless digital operations.
- Integrated security measures for web applications, enhancing data protection.

Kenyatta University Teaching, Referral & Research Hospital (KUTRRH)

Kahawa West, Nairobi

May 2023–August 2023

IT Intern

- Managed computer networks and structured cabling to ensure stable and efficient system operations
- Provided user support and IT helpdesk assistance across departments
- Supported the setup and troubleshooting of routers, switches, firewalls, printers, scanners, and endpoint devices
- Configured static IPs and assisted with DHCP and DNS troubleshooting

- Conducted CLI-based diagnostics using tools like ping, traceroute, and netstat to resolve LAN issues
- Assisted in Linux server maintenance, including file and user management tasks
- Performed basic packet flow analysis using Wireshark to monitor network traffic and detect unusual traffic
- Set up staff email accounts and user profiles for new employees
- Maintained documentation of system configurations, troubleshooting logs, and incident resolutions
- Enhanced the hospital's online presence by managing website content on the WordPress platform
- Participated in data backup and recovery planning to ensure data availability and integrity

Wanderi & Associates Accounting Firm

Nakuru Town

March 2020 – August 2020

Support Staff

- Supported network setup and maintenance, including hardware and software configuration.
- Assisted with troubleshooting and resolving IT issues to maintain smooth business operations.
- Contributed to the development and implementation of security measures and data backup procedures

TECHNICAL KEY SKILLS

- **Web & CMS Development:** WordPress development and content management, cPanel, HTML/CSS, PHP
- **Scripting & Automation:** Bash scripting, Git version control (GitLab/GitHub)
- **Database Management:** MySQL and SQL databases – backup, restoration, and access control
- **Network Administration:** Configuration, troubleshooting, and security management of routers, switches, and firewalls; VLAN setup; DHCP/DNS
- **System Administration:** Active Directory, Windows Server, Linux; user access control and permissions
- **Cloud & Virtualization:** Familiar with AWS (currently studying Solutions Architect – Associate), VMware, and cloud VM provisioning (Google Cloud, Azure basics)
- **IT Helpdesk Support:** Technical troubleshooting, hardware/software support, and user onboarding
- **Database Management:** MySQL and SQL databases – backup, restoration, and access control
- **Cybersecurity:** VPNs, endpoint protection, and data recovery practices
- **Tools & Protocols:** Wireshark (packet analysis), Cisco Packet Tracer
- **Operating Systems:** Windows 10/11, Windows Server, Linux (Ubuntu), basic MacOS
- **Networking Concepts:** Solid understanding of TCP/IP and OSI model

ADDITIONAL SKILLS

- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint)
- Strong interpersonal and communication skills
- Excellent organizational skills and ability to manage multiple tasks effectively
- Proactive team player
- Enthusiastic about learning and adapting to new technologies
- High integrity and professionalism

REFERENCES

Available upon request