EMMANUEL SIKUKU

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Nairobi Kenya

INFORMATION AND COMMUNICATION TECHNOLOGY OFFICER

Information and Communication Technology Officer with over 3 years of professional experience. I am adept at managing tech inventory, troubleshooting hardware and software issues, and ensuring smooth daily operations across academic and non academic departments. I have a strong grasp of PC, Mac, and Linux systems as well as Microsoft Office Suite. I have demonstrated excellent organisational skills, upholding data privacy and stakeholder support throughout my professional career. I bring a collaborative approach and a continuous improvement mindset to every task.

KEY COMPETENCIES

- Coding: Python, JavaScript, HTML/CSS
- SQL (MySQL)
- Version Control (Git)
- Bash Scripting

- Software and Hardware Troubleshooting
- Computer Systems Setup
- Linux (Ubuntu)
- Security Implementation

- Network and Connectivity
- Problem Solving
- Customer Service
- Communication

PROFESSIONAL EXPERIENCE

National Construction Authority (NCA)   **Mar 2024 - Jun 2025**
Records and Data Management Officer

- Analyzed and generated reports based on the NCA accreditation process for decision making.
- Maintained digital and physical records of the accreditation processes.
- Validated collected data based on established rules and regulations.
- Maintained a data accuracy of over 99% while entering collected and verified data into Information Systems.
- Maintained high levels of data integrity and confidentiality regarding the data collected for the accreditation process.
- Collaborated with industry stakeholders to organize workshop events.
- Trained over 1,000 construction contractors and skilled workers regarding the law, the NCA accreditation process, and its benefits.

Keiv-Tech Computers Limited   **Apr 2022 - Feb 2024**
Information and Communication Technology (ICT) Officer

- Implemented security measures such as firewalls and virtualization, enhancing data protection protocols.
- Executed hardware and software upgrades, boosting processing efficiency by 20%.
- Reduced hardware costs by 18% through effective asset management.
- Delivered remote technical support, achieving 98% customer satisfaction.
- Customized user applications, increasing productivity and reducing operational expenses.
- On boarded new users and developed support manuals.
- Streamlined computer systems, reducing error rates.

Computer Technician Intern   **Jan 2021 - May 2021**
TV Magharibi

- Managed 30+ workstations and reduced technical problems by 22%.
- Installed, activated, and troubleshot enterprise software across Windows, Mac, and Linux.
- Trained other interns and workers on IT best practices.
- Diagnosed and resolved 93% of all software and hardware-related issues on first contact.
- Developed a comprehensive troubleshooting guide.

EDUCATION

Technical University of Mombasa

Bachelor of Science in Information Technology (2022)

CompTIA A+ Certification (in Progress)