DAVID BARAKA NYONGESA

IT Support & Networking | ERP User Support | Systems Administration

Nairobi, Kenya · +254 790 010 567 · daveeybaraka@gmail.com · david-baraka.vercel.app · github.com/pappi02

PROFESSIONAL PROFILE

IT support and networking professional with a **BSc in Computer Technology from Maseno University (graduated November 2026)**. I have three years of part-time experience as a **network technician at Artax Networks**, covering Wi-Fi, router and network setup. I also completed an **IT support attachment at Kibabii University**, where I supported users on the university ERP. I troubleshoot hardware, software and connectivity problems and manage user access securely. I can explain technology clearly to non-technical colleagues. I hold the Cisco Ethical Hacker certification and have built multi-user web systems with role-based access control. I am based in Nairobi, available from 7 December 2026 and willing to travel.

PROFESSIONAL EXPERIENCE

Network Technician (Part-time) 2023 – 2026

Artax Networks

- Installed and configured Wi-Fi networks and routers for client premises, including network names, wireless security and IP/DHCP settings.
- Set up, tested and troubleshot network and internet connectivity, diagnosing faults and restoring service for users.
- Advised clients on network coverage, performance and basic security good practice.

IT Support (Industrial Attachment) May – July 2025

Kibabii University, Bungoma

- Provided first- and second-line IT support to staff and students for hardware, software and network issues.
- Supported users of the university ERP system (Kifaru): resolved account and access issues, guided staff through day-to-day use and escalated system faults to the ICT team.
- Installed, configured and maintained computers, printers and software, and helped with routine preventive maintenance.
- Recorded support requests and documented the fixes applied.

Freelance Web Developer & IT Consultant 2024 – Present

Self-employed, client projects

- Built, deployed and now support websites and booking and online-shop systems for organisations, including The Hideaway Resort & Spa, Elite Masquerade and My Sweet Kitty.
- Managed hosting, deployments, domain and DNS configuration, and secure handling of system credentials and access keys.
- Provided ongoing technical support and changes for clients after launch.

Graphic Designer & Content Creator 2024 – Present

DesignInn, Kisumu

- Produced brand identity, promotional and social-media material for clients, which built my customer-service and communication skills.

TECHNICAL SKILLS

IT Support & Helpdesk	Hardware and software troubleshooting; PC, laptop and printer setup; Windows installation and configuration; user onboarding and offboarding; support logging
ERP & Business Systems	ERP end-user support (Kifaru); user account and access-rights management; role-based permissions; data integrity
Networking	TCP/IP, LAN/WAN, Wi-Fi and router configuration, DHCP and IP addressing, internet connectivity troubleshooting, Cisco Packet Tracer

Cybersecurity & Data	Cisco Ethical Hacker; firewall configuration; vulnerability assessment; two-factor authentication; access control; secure credential handling
Productivity Tools	Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Workspace, email and collaboration tools
Systems & Development	Windows, Linux (Ubuntu), Git and GitHub, Docker, Python/Django, JavaScript/React, SQL databases (PostgreSQL, MySQL)
Documentation	User guides, technical documentation and step-by-step procedures for non-technical users

SELECTED PROJECTS

QuickLend - Loan Management System — Python / Django

- Multi-user system with separate dashboards and permissions for borrowers, loan officers and administrators, two-factor authentication and an audit-friendly record of loan transactions.

UniStay - Hostel Booking System — Python / Django

- Student booking site plus an admin panel for hostel managers to manage rooms, review reservations and produce occupancy reports, with double-booking prevention.

Network Security Simulation — Cisco Packet Tracer

- Designed a simulated organisational network, configured and tested firewall rules, and documented vulnerabilities with practical recommendations.

Smart LPG Leakage Supervisory System — Arduino / Embedded C

- Hardware and software safety system that detects gas leaks, raises alerts and closes a valve automatically. Fully documented for technical and non-technical readers.

EDUCATION

BSc Computer Technology
Maseno University, graduated November 2026

Relevant courses: Computer Networks & Communication Systems; Operating Systems; Database Management Systems; Computer Systems Engineering; Software Engineering

CERTIFICATION

Cisco Ethical Hacker
Cisco Networking Academy, 2024

Network security fundamentals, vulnerability analysis, planning and scoping security assessments

REFEREES

Mr. Smith Muigai
CEO, Artax Networks
Smithmuturi47@gmail.com · +254 769 515 127

Dr. Solomon Nyabundi
Lecturer, Dept. of Computer Science, Maseno University
solonyabs@gmail.com · +254 718 367 213