

David Muraya

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P.O. Box 374 00206 Kiserian -Kenya

PERSONAL INFORMATION:

- Nationality: Kenyan
- Religion: Christian
- Languages: English, Kiswahili, French
- Age: 22 yrs
- Date of Birth: 9 June 1986
- Marital Status: Single

EDUCATION:

Jomo Kenyatta University of Agriculture and Technology- Juja

BSc. Computer Technology

2005 – Present

Areas of Study:

- Network System Design, Implementation and Administration, Data communication
- Computer Hardware, Maintenance, Security and Operating System(I & II)
- Calculus (I & II), Discrete Mathematics and Accounting Software i.e. **QuickBooks**
- Software Applications(I & II), Development tools and Environments
- Internet, Multimedia Applications, Internet Application Programming I
- Systems Development, Engineering and Object Oriented Systems Design
- Management Information Systems, Decision Support Systems, Organization and Management and Business Systems Modeling
- Knowledge Based Systems
- Operations Research, Research Methodology
- Parallel and Distributed Systems, Client/Server Systems and Computing
- Computer Aided Design, Computer Architecture(I & II) Computer Graphical Systems
- Project Research and Definition, Management and Implementation – **Automated Car Rental Management System, Payroll System.**
- Database Design and Management Using MySQL, SQL, VB
- Object Oriented Programming (I & II), Application Programming I ,Advanced Programming C, C++, Java
- Professional issues in IT, Computing and Communication Skills, HIV/AIDS
- Principles of Electronics Engineering, Digital Electronics

Nakuru High School – Nakuru

Examination: Kenya Certificate of Secondary Education
Attained a mean Grade of B+ (plus)

2001 - 2004

St. Patrick's Hill School

Examination: Kenya Certificate of Primary Education
Attained 573 Points.
Mean Grade of A.

1992 – 2000

OTHER QUALIFICATIONS

Jomo Kenyatta University of Agriculture and Technology

Course: Currently pursuing CCNA Cisco Networking

Member of SCOSIT, Society of Computer Science and Information Technology - JKUAT

Member of JLUG Linux Group -JKUAT

Nakuru High School

French

Attained B+ in K.S.C.E Examination

Technical Experience:

- Languages: SQL, C#, JAVA, VB 6.0,UNIX shell scripts, HTML
- Platforms: Windows Vista,xp/98/95,2000,NT, Fedora (6,7,8), Mandriva Linux (2007,2008), Ubuntu
- Concepts: Networking, Operating systems

EXPERIENCE:

May 2008 – September 2008

Resolution Health East Africa Ltd.

Reporting to: IT & Infrastructure Manager
IT Support.
Attachment

- Delivery and support of end user computing services and problem resolution for hardware, NCT-Computing terminals, Windows XP, Office, custom and third-party software support.
- Create user logons and Exchange mailboxes in AD as well as troubleshooting of network connectivity
- Respond to helpdesk service requests from head office and branches by telephone, email or site visits and follow-up to completion.
- Record, prioritize, assign according to a set protocol and update the status, progress, and conclusion of all support calls to the IT department
- Ensure a high standard of helpdesk services and support delivery
- Training operations staff on use of software packages

- Liaison with service providers like Telkom, ISP, copy, print and general SLA providers etc for service and in case of breakdowns.
- Record IT Purchases Maintenance of IT inventory including tracking stocks of peripherals and IT consumables.

July 2007 – September 2007

Africa Online Limited

Reporting to: Team Leader

Customer Service Representative.

- Producing Bandwidth reports using the Bandwidth manager
- Using Secure CRM software to monitor customer complaints and proactively act on them
- Enforcing Africa Online's Fair Usage Policy for broadband by proactively monitoring bandwidth usage.
- Ensuring there is no bandwidth leakage
- Running SQL Scripts and daily QoS tests for broadband packages and dialup services.
- Resolving clients' connectivity problems over the phone and on site and following up on customer queries to ensure their problems have been resolved to their satisfaction.
- Updating customer information system to ensure that client's details are accurate and up to date at all times
- Assisting Sales and Marketing in doing targeted marketing of new products
- Initiating product development based on our existing customer database and usage patterns

April 2006 – June 2006

Distributed Systems (K) Ltd.

Attachment.

- Domain and web hosting services
- Reselling domain names for Jambo Kenya Ltd.
- Website Design
- Maintenance and Repair of computer systems
- Installation of Networks and configurations
- Installation & configuration of Telkom Wireless Equipment
- Installation of Networks and configurations

June 2006 – September 2006

Alexander Forbes Insurance Brokers

Reporting to: Divisional Manager Pensions Division

Attachment.

- Verification of pensions from Clients
- Preparation of Pension Data Worksheets
- General File Administration

SKILLS

- Proficiency in computer usage in Microsoft Office Suite: XP, 2003, 2007 (Ms Word, Ms Excel, Ms Access, Ms PowerPoint).
- I have excellent interpersonal skills.
- I have the ability to multitask and prioritize, subsequently being effective in high pressure situations.
- I have the ability to work with minimal supervision, with a group or alone; both as team member or a leader, which highlights my good interpersonal skills.
- I am attentive to detail.
- I am quick to learn and adapt to different situations and environments.
- I am fluent in both written and spoken English and Swahili, and can speak and understand French.

CAREER OBJECTIVE

To obtain an opportunity to work for the general good of the society where I can promote transparency and accountability in addition to upholding high standards of professionalism and integrity. I endeavour to proactively satisfy the organisational needs by offering innovative modern technology solutions.

OTHER DOCUMENTS HELD

- a) Clean and valid Driving License
- b) Valid Kenyan Passport

OTHER INFORMATION

My profile can be viewed at my website on: -
<http://muraya.myftp.org>

HOBBIES

Swimming

- St Patrick's Hill School Inter School Competitions.
- Nakuru High School Inter School Competitions

Chess

- J.K.U.A.T Chess Club

Cycling

REFEREES:

Samuel Gathua Alexander Forbes Insurance Brokers Chester Hse., Koinange Street Email: gathua@broker.co.ke Nairobi	Samuel Gikonyo Director Distributed Systems Koinange Street National Hse. 2nd floor Tel: 0722-464003	Collins Kiprono Team Leader Africa Online Ltd. Rahimtulla Tower, 15 th P.O. Box 63017 Tel: 2540202792000 Email: ckiprono@africaonline.co.ke
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