Elvis Kimathi

IT Support & Technical Specialist | Recent BSc IT Graduate

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Juja, Kenya

GitHub: github.com/kyme19

Portfolio: https://kyme-port.vercel.app/

Live Project: https://vitaincrease.pages.dev/

Professional Summary

Dedicated BSc IT graduate (JKUAT, graduated Dec 2025) with hands-on experience in IT support, troubleshooting hardware/software/network issues for 50+ users, and building/maintaining secure, reliable systems. Skilled in endpoint support, API integrations, authentication/security configurations, and rapid problem resolution in fast-paced environments. Proven fast learner with strong communication and documentation skills ready to deliver first-line IT support, minimize downtime, and ensure compliance in Tatu City's Call Center operations. Eager to contribute to infrastructure maintenance, VoIP/telecom troubleshooting, and end-user assistance. Core Technical Skills

- IT Support & Troubleshooting: Hardware/Software Installation, Diagnosis & Resolution | Network Connectivity | Endpoint Monitoring | First-Contact Resolution | Issue Logging & Documentation

- Systems & Tools: Microsoft 365 (M365) | Windows OS | Basic Networking (LAN/WLAN) | VoIP/Telecom Basics | API Integration | JWT Authentication | Rate Limiting

- Development & DevOps Supporting IT: React | JavaScript/TypeScript | Node.js/Express | RESTful APIs | MongoDB/PostgreSQL | React Native + Capacitor (Mobile Builds) | Cloudflare Pages/Workers/D1 | Git | Docker Basics

- Security & Compliance: Zero Trust Policies | Secure Configurations | Risk Assessment | Troubleshooting Escalations

- Soft Skills: Problem-Solving Under Pressure | Clear Communication | Attention to Detail | Team Collaboration | Fast Learner

Education

Bachelor of Science in Information Technology
Jomo Kenyatta University of Agriculture and Technology (JKUAT)
Graduated: December 2025 (Certificate issuance: February 2026)
Relevant Coursework: Computer Networks, Database Systems, Software Engineering,
Information Systems Audit, Electronic Commerce Professional Experience

Frontend Developer (TypeScript) – Technical Support Focus
Lanstar Technologies, Parklands, Nairobi
August 2025 – October 2025

- Diagnosed and resolved cross-browser, mobile compatibility, and API connectivity issues in production React + TypeScript applications, ensuring zero critical failures for end-users.

- Collaborated with backend teams to integrate RESTful APIs with robust error handling and logging, reducing data-related support tickets and improving system reliability.

- Refactored codebases for performance and maintainability, accelerating troubleshooting workflows and supporting seamless user experience.

Junior Web Developer & IT Support
Novia East Africa
August–December 2021 | May–August 2022 (8 months combined)

- Provided first-line IT support resolving 50+ hardware, software, network, and configuration issues for users, achieving high first-contact resolution rates and minimizing operational downtime.

- Installed, configured, and troubleshot desktops, peripherals, and basic network setups; documented solutions to reduce repeat incidents by enabling faster team reference.

- Developed and maintained internal web features (JavaScript/HTML/CSS), supporting reliable system access and contributing to overall IT infrastructure stability.

Key Projects – Demonstrating Troubleshooting & Infrastructure Skills

Health Supplements E-Commerce Platform (Live: https://vitaincrease.pages.dev)

- Built and deployed full-stack web application using Cloudflare Pages (frontend), Workers (serverless APIs), D1 database, JWT authentication, API rate limiting, and Zero Trust policies for secure admin dashboard.

- Troubleshot deployment, performance, and security issues in real-time; optimized responsive design and edge computing for reliable user access skills directly transferable to endpoint monitoring and issue resolution.

Decentralized Crowdfunding dApp (Web3 – Sepolia Testnet)

- Engineered secure frontend-backend integration with Solidity contracts, Chainlink oracles, and MetaMask connectivity; audited configurations for trustless operations.

- Diagnosed and mitigated smart contract/frontend vulnerabilities, ensuring secure, compliant distributed systems highlighting risk assessment and proactive troubleshooting.

React Native Mobile Applications

- Packaged and optimized React Native apps into Android/iOS builds using Capacitor; troubleshot device compatibility, bundle issues, and runtime errors across versions.

- Supported cross-platform deployment and performance tuning, mirroring mobile endpoint support needs in call center environments.

AI Recipe Recommendation App

- Integrated external APIs for dynamic data handling and troubleshooting real-time query failures; implemented responsive UI and filtering for efficient user support.

Certifications & Additional Training

- Self-taught advanced Web/Cloud Development, Security Fundamentals, and IT Support Practices via hands-on projects, official docs (Cloudflare, Microsoft), freeCodeCamp, and Coursera equivalents.

- Familiar with ITIL principles through practical application in support workflows.

References
Available upon request