JOHNBOSCO MUETI

SYSTEMS ADMINISTRATION | IT INFRASTRUCTURE | TECHNICAL SUPPORT

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Professional Summary: *IT Systems and Infrastructure professional with a Bachelor of Business Information Technology and 2+ years of hands-on experience supporting business and healthcare environments. Skilled in systems administration, IT infrastructure, technical support, network operations, MySQL database administration, and business applications. Experienced in PHP, Python, and SQL-based systems, ERP/POS support, user administration, access management, and troubleshooting. Strong focus on system availability, operational efficiency, security, and reliable technology support.*

EXPERIENCE

DR. SPICE ORGANICS LTD — NAIROBI, KENYA

LEAD ICT OFFICER June 2025 - Present

• *Lead ICT operations, systems administration, infrastructure, and technical support across the organization.*

• *Manage networks, hardware, software, databases, business applications, and system availability.*

• *Administer MySQL databases and support PHP, Python, and SQL-based business systems.*

• *Support ERP, POS, inventory, sales, reporting, and other business-critical applications.*

• *Troubleshoot hardware, software, network, connectivity, printer, and system-related issues.*

• *Manage user accounts, access permissions, system onboarding, and ICT security controls.*

• *Support CCTV, biometric systems, internet connectivity, and other ICT infrastructure.*

• *Implement technology improvements that enhance operational efficiency and system reliability.*

CONCURRENT MANAGEMENT RESPONSIBILITIES

January 2026 – September 2026

NAIROBI BRANCH MANAGER

• *Oversaw branch operations including staff coordination, sales, inventory, customer service, cash management, and operational compliance.*

• *Monitored branch performance and coordinated operational issues to maintain business continuity.*

HURLINGHAM BRANCH MANAGER

• *Oversaw daily branch operations, staff coordination, sales, inventory, customer service, and administrative activities.*

• *Coordinated operational and technical issues with management and relevant teams to maintain smooth branch operations.*

IT SUPPORT INTERN | SYSTEMS ADMINISTRATION & ICT SUPPORT

Machakos County Government | January 2024 – August 2024

Primary Placement: *Kangundo Level IV Hospital*

• Administered and supported the AfyaOne healthcare information system, assisting healthcare staff with system operations, workflows, user access, and technical issues.

• Provided first-line ICT and application support across departments, covering hardware, software, printers, network connectivity, and user-related issues.

• Supported AfyaOne users across Kangundo Level IV Hospital and provided ICT support assignments at Nguluni Level III, Kalandini Level III, Kimiti Level IV, and Sengani Level III hospitals.

• Assisted with user account management, system access, onboarding, configuration, and troubleshooting to maintain effective system utilization.

• Installed, configured, maintained, and troubleshot computers, printers, peripherals, and other ICT equipment.

• Worked directly with healthcare staff to resolve technology and application issues and maintain continuity of digital hospital operations.

ACADEMIC HISTORY

BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

St. Paul's University | *2021 – 2025*

KENYA CERTIFICATE OF SECONDARY EDUCATION (KCSE)

Ndaluni Secondary School | 2017 – 2021

CERTIFICATIONS

- *Oracle Fusion Cloud Applications HCM – Certified Foundations Associate*
- *Cisco Networking Academy – Computer Hardware Basics*
- *Cisco Networking Academy – Level 1 Data Science Certification*
- *Chartered Data Science Certification*

SKILLS

- Systems Administration: Windows Administration, User & Access Management, System Configuration, Software Deployment, IT Operations, System Monitoring
- Networking: TCP/IP, LAN/WAN, Network Configuration, Wi-Fi, Connectivity Troubleshooting, Network Security
- Development: PHP, Python, SQL, MySQL, HTML/CSS, JavaScript, API Integration
- IT Infrastructure: Servers, Hardware, Printers, CCTV, Biometrics, IT Asset Management, Infrastructure Maintenance
- Business Systems & ERP: ERP, POS, Inventory Systems, AfyaOne, Business Applications, Reporting Systems
- Cybersecurity: Access Control, Data Protection, Security Monitoring, ICT Risk Management

REFERENCES AVAILABLE UPON REQUEST

Anthony Ngige — ICT Support, Kangundo Level IV Hospital

Philip Mumo — ICT Support, Kangundo Level IV Hospital