

NEWTON ASHA OMBUYA

ICT SUPPORT • NETWORKING • SOFTWARE ENGINEERING

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PROFESSIONAL SUMMARY

Cisco Networking Academy Instructor and Software Engineering student with hands-on experience in ICT user support, computer laboratory operations, Cisco networking, Windows/Linux environments, troubleshooting, technical training, and web application development. Experienced in supporting learners and staff, documenting technical work, maintaining ICT equipment, configuring network devices, and building practical software projects. Strong problem-solving, communication, customer-service, and continuous-learning mindset.

CORE SKILLS

- End-user / first-line ICT support
- Windows & Linux support
- Network cabling & connectivity testing
- Web development & database design
- Basic cybersecurity & information security
- Hardware & software troubleshooting
- Cisco routing, switching & LAN support
- ICT asset & maintenance documentation
- User training & technical documentation
- System maintenance & incident escalation

PROFESSIONAL EXPERIENCE

Cisco Networking Academy Instructor — MOHI Namarei

Marsabit County, Kenya | Current

- Provide technical support and guidance to learners and staff using computers, networking equipment, software, and ICT facilities.
- Diagnose hardware, software, operating-system, peripheral, and network-connectivity problems; resolve or escalate complex faults.
- Maintain and monitor the computer laboratory through routine checks, cleaning, equipment readiness, basic repairs, and fault identification.
- Configure and troubleshoot Cisco networking devices and support LAN connectivity, cabling, and basic network testing.
- Install and support Windows operating systems and assist with Linux environments and common software issues.
- Train users in networking, computer systems, troubleshooting, cybersecurity awareness, and effective technology use.
- Document technical activities, equipment issues, maintenance work, training progress, and resolutions through reports and records.

EDUCATION

Diploma in Software Development

ICS College | Current

Diploma in Software Engineering

MOHI Technical Training Institute | Ongoing

Kenya Certificate of Secondary Education (KCSE)

Gathiru-ini Boys' High School | 2020–2023

CERTIFICATIONS & PROFESSIONAL TRAINING

- CCNA: Introduction to Networks — Cisco Networking Academy / University of Jos
- CCNA 2: Switching, Routing & Wireless — Cisco Networking Academy / University of Jos
- Ethical Hacker — Cisco Networking Academy
- IT Customer Support Basics — Cisco Networking Academy
- Artificial Intelligence — Moringa School | Feb 2026
- Data Fundamentals — ICT Authority / IBM | Sep 2026
- Advanced IT — MOHI Technical Training, Pangani | 2024
- Basic ICT Competence — MOHI Gap-Year Training | 2024
- Full Stack Internship (Demo) — Edureka / Veranda Enterprise | Sep 2025

TECHNICAL PROJECTS

MOHI Cisco Portal

Web-based portal for Cisco training administration and student performance tracking; exposure to Node.js, Express, MongoDB, deployment, and web application maintenance.

Jakochia Digital Portfolio & Blog

Personal technology portfolio and publishing platform showcasing projects, technical skills, certifications, and articles at jakochia.co.ke and blog.jakochia.co.ke.

Jakochia Academy

Academic platform project focused on learning and development.

Event & Health Management Systems

PHP-based projects for scheduling/tracking and health-management records.

TECHNICAL TOOLS & TECHNOLOGIES

Cisco Packet Tracer • Cisco Routers & Switches • Windows • Linux • Kali Linux • LAN/WAN • TCP/IP • Network Cabling • Node.js • Express • MongoDB • MySQL/SQL • PHP • Git/GitHub • Vercel • VirtualBox • Termux

PROFESSIONAL STRENGTHS

Troubleshooting and diagnostic ability • Clear communication with non-technical users • Teamwork and collaboration • Attention to detail • User-focused service • Proactive maintenance mindset • Documentation • Willingness to learn and adapt

Portfolio: jakochia.co.ke • Blog: blog.jakochia.co.ke