

Peter Muturi

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Personal Summary

Motivated ICT Applications & Support professional with hands-on experience in application troubleshooting, user support, network administration, and database management. Strong ability to collaborate with cross functional IT teams, resolve system issues, enhance system performance, and support business operations in fast paced environments.

Objective

leverage my technical expertise in networking, system administration, and ICT support to deliver reliable, secure, and efficient technology solutions. I aim to contribute to an organization's success through proactive problem-solving, effective helpdesk management, and continuous system improvement.

Education

The Kiambu National Polytechnic

2021-2024

Diploma in Information Communication
Technology
Credit

Experience

- Office of the Attorney General and Department of Justice** **Sep 2023 - Dec 2023**
ICT Officer Intern
 - Provided applications and systems support to users, handling tickets and resolving technical issues promptly.
 - Supported government information systems and ensured continuity of operations.
 - Managed Active Directory user accounts and domain configurations.
 - Monitored system performance, antivirus health, and endpoint security compliance.
 - Conducted LAN troubleshooting, configuration, and diagnostics.
 - Supported printers, shared resources, and internal applications.
- County Government of Kiambu Department of Finance and Economic Planning** **Oct 2022 - Dec 2022**
Attachee
 - Supported the setup, configuration, and troubleshooting of applications used within the department.
 - Assisted in LAN maintenance, cabling, and device connectivity support.
 - Provided user support for software installation, password issues, and system navigation.
 - Contributed to surveillance system support and ICT asset management.
- Kenya Revenue Authority (KRA)- Micro & Small Taxpayer Department** **May 2025 - Current**
Intern
 - Assisted in debt collection and recovery processes, contributing to timely issuance of demand and reminder notices.
 - Processed penalty reversals and write-off requests, maintaining compliance with regulatory procedures.
 - Gained exposure to legal enforcement actions such as agency notices and debt recovery.
 - Developed strong analytical, communication, and negotiation skills while working with diverse taxpayers and compliance cases.
 - Maintained high standards of ethics, confidentiality, and accountability, fostering trust in public service delivery.

Skills

- System & Application Support
- Networking (Switches, Routers, Access Points)
- SQL Queries & Database Updates
- Windows OS & Server Administration
- Troubleshooting (Hardware, Software, Applications)