

# HARON HAMA HUMBIRA

## IT SUPPORT SPECIALIST

+254704511445 | [haronhumbira@gmail.com](mailto:haronhumbira@gmail.com) | <https://www.linkedin.com/in/humbira>

### PROFESSIONAL PROFILE

I am a Computer Science graduate with a strong interest in customer service and operational efficiency. While my background is in IT support, I have over two years of experience in administrative roles where I developed key skills in managing operations, handling data, and supporting teams to ensure smooth and efficient workflows. My technical expertise in system troubleshooting and software management, combined with my strong organizational abilities, allows me to handle operational tasks effectively, monitor service performance, and resolve issues promptly. I am passionate about applying my skills to enhance passenger experience, improve airport operations, and provide high-quality service in a fast-paced environment.

### CERTIFICATIONS

1. Security Analyst from Cybershujaa – 2024
2. CompTIA Security+ – 2023
3. Cybersecurity Certification from IGNITE Scratch & Script – 2024
4. Google Cybersecurity Professional – In progress
5. Official ISC2 Certified in Cybersecurity (CC) – In progress
6. Junior ML Engineer Certificate from Omdena
7. Full Web Development Certificate from eMobilis technology Institute

### EDUCATION

#### **Kisii University – Kisii, Kenya**

##### **Bachelor of Science in Computer Science**

*Graduated with Second Class Honors - Upper Division (2.1)*

Project: Support Systems for Addicts Post-Rehabilitation – Merging technology with societal well-being.

Engaged in the Kisii University Computing Students Association – Where my journey in tech innovation began.

#### **Cybershujaa – Online Boot camp**

##### **Security Analyst**

*Graduated with Merit*

- Knowledge of SIEM Tools
- Mastered the art of cyber threat evaluation and vulnerability assessment.
- Proficient in Nmap and Metasploit – Tools that turn cybersecurity theory into actionable insights.

#### **IGNITE Program, Scratch & Script Limited– Online Boot camp**

##### **Cybersecurity**

- Specialized in network intrusion detection and incident response
- Skills honed for real-world application.

#### **eMobilis Technology Institute – Online Boot camp**

##### **Full Stack Web Development using Python Django**

**Best Project** – (Awarded 2<sup>nd</sup> Runners Up Trophy)

- Developed proficiency in HTML, CSS, Bootstrap, and Django
- Crafting robust web solutions from the ground up.

### WORK EXPERIENCE

#### **Part-time Freelancer**

##### **Global – Remote**

**2019 – Present**

- Creating high-quality content: technical writing, documentation, blog posts, thesis reports, and proposals.
- Developing Python and R solutions for data analysis, programming, and automation.
- Writing clear reports and documentation for both technical and non-technical audiences.
- Working with global teams to meet client goals and deadlines.
- Writing blogs and content on new technologies to increase client visibility.
- Crafting proposals to help businesses get new projects.
- Assisting with research and thesis writing for students and professionals.
- Improving client brands with SEO-focused content.
- Developing data algorithms and visualizations to streamline business tasks.
- Managing multiple projects at once, delivering work on time and keeping clients happy.

#### **Chapter Lead, Nairobi**

##### **Omdena – Remote**

**June 2024 – August**

- Led AI projects on clean water analysis in River Tana and early crop disease detection in Kenya.
- Turned visionary ideas into real-world solutions with measurable impacts.
- Developed AI models to address local community challenges using DagsHub for collaboration.
- Managed communication and team updates through Slack to ensure seamless coordination.
- Coordinated cross-functional teams to ensure project success.
- Managed project timelines and ensured key milestones were met.
- Fostered a collaborative and innovation-driven environment through events.
- Collected and analyzed high-quality data for project accuracy.
- Presented results to stakeholders and local partners.
- Contributed to sustainable agriculture and water quality management in Kenya.

**IT Security Support Assistant**  
**Zizu Caterers – Nairobi, Kenya**

June 2023 - Jan 2024

- Orchestrated system upgrades that boosted user efficiency by 20%.
- Achieved a remarkable 95% resolution rate for IT issues within 24 hours.
- Created user guides that streamlined support and reduced queries by 30%.

**IT Technician (Attaché)**

**Kinangop Dairy Limited (KDL) – Nyandarua, Kenya**

June 2022 – December 2022

- Ensured seamless IT operations through system monitoring and regular maintenance.
- Delivered technical support and executed software updates to maintain system efficiency.
- Configured printers and managed Syspro 8 ERP system for company employees.
- Set up and configured VoIP systems to enhance communication across departments.
- Installed and configured scanners for efficient document management.
- Provided first-line help desk support to address and resolve technical issues.
- Troubleshot hardware and software issues, ensuring minimal downtime.
- Assisted in the setup and management of network infrastructure to ensure smooth operations.
- Maintained IT equipment inventory, ensuring availability of necessary hardware.
- Collaborated with team members to improve IT processes and workflows.

**Technical Skills**

- Mastery of Operating Systems (Windows and Linux)
- Vulnerability Assessment & Technical Security Solutions Management
- Proficient in SIEM Tools and Incident Response/Forensics
- Skilled with NMAP, Metasploit, and Networking Fundamentals
- Advanced Python Programming & Django Development
- Expertise in Web Technologies: HTML, CSS, Bootstrap

**Personal Attributes**

- Exceptional communicator with the ability to convey complex ideas clearly
- Strong analytical problem solver, thriving on challenges
- Adaptable and enthusiastic about continuous learning
- Customer-focused, committed to delivering excellent service
- Collaborative team player, experienced in working with diverse groups

**REFEREES**

Available upon request.