

# Geoffrey Magana

## IT Support & Networking

Knowledgeable, creative and improvement-driven Technical Assistant with methodical and innovative approach to completing daily tasks and solving complex problems. Excellent communication and analytical abilities. Leveraging industry software to generate tangible service support. Passionately pursues user-friendly solutions to system complications. Exceptional customer service advocate with informed awareness of routine and complex issues.

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## Professional Experience

2nd May 2023 - 31st August 2023

Kenyatta University Teaching, Research & Referral Hospital | Nairobi, Kenya

### ICT Support Intern

- User Support:** Provided comprehensive technical support to hospital employees, addressing inquiries via phone, email, and in-person
- Data Entry:** Assisted in accurately entering new staff biometric data into the hospital's secure database.
- Data Cleaning:** Conducted routine data quality checks to identify and rectify errors or inaccuracies in the biometric database.
- Hardware Maintenance:** Contributed to the setup, repair, and upgrades of computer hardware across various hospital departments.
- Software Installation:** Installed, configured, and updated critical healthcare software applications to enhance efficiency.
- Network Support:** Collaborated in troubleshooting network connectivity problems, ensuring seamless communication for medical staff.

## Capstone Project

Kenya Methodist University | Meru

### Zellow Enterprises Mobile Application

**Description:** Developed a full-stack, role-based gifting and logistics platform for decentralized businesses, featuring a PHP admin dashboard and a Next.js PWA for customers and staff. The project enabled order customization, task management, real-time updates, and integrated payments.

**Skills:** Next.js (App Router), PHP, Firebase (Firestore, Auth), Tailwind CSS, PWA development, Role-based access control, REST API integration, UI/UX design

#### Achievements:

- Successfully deployed a scalable platform supporting multiple user roles (admin, technician, driver, finance, customer)
- Integrated real-time workflows for dispatch, approvals, and service tracking
- Completed as a final year capstone project with full feature implementation across portals

### Project Repository

[Zellow Enterprises Mobile App](#)

### Github

<https://github.com/geoffreymagana>

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## Certificates & Badges

Computer Hardware basics - Cisco

Microsoft Office Suite - KESCA Computer School

Cybersecurity Fundamentals - IBM

## Education

**Bsc. Mathematics and Computer Science**

Kenya Methodist University

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## Referees

Grace Mburu - ICT DEPARTMENT

Kenyatta University Teaching Research and

Referral Hospital

0721 269 065

Martin Thairu - Senior Data Analyst

MacImaana Solutions

0705 577 963