NIGEL MUCHENDE KYALO

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PROFESSIONAL SUMMARY

Dynamic IT Support and Networking Specialist with hands-on experience at Kenyatta National Hospital—the largest hospital in East Africa. Skilled in IT networking, end-user support, and full-stack web development, including modern frameworks like React and WordPress. Proficient in JavaScript, C, and PHP, with a growing portfolio in front-end development. Known for delivering reliable, user-centered solutions in high-pressure environments, and committed to continuous learning and innovation in tech.

CORE SKILLS

- **Networking & IT Support:** Network setup, systems maintenance, hardware/software troubleshooting

- **Web Development:** Proficient in JavaScript, React, C, PHP, and WordPress site design

- **Data Research & Lead Generation:** Web sourcing, data validation, Google Sheets (filters, formatting)

- **CRM & Documentation:** Salesforce, Zendesk, and CRM data management

- **Communication:** Fluent in English and Swahili, clear and professional client interaction

- **Adaptability & Growth:** Quick learner, keeps up with industry trends and new technologies

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PROJECT EXPERIENCE

Carwash Management System (KCA University)

- Developed a PHP/MySQL web app to automate bookings and reporting, improving workflow efficiency by 25%.

Freelance Data Cleanup

- Cleaned and formatted client contact databases using Google Sheets; standardized data and improved CRM accuracy.

Web Development Projects

- Built and customized WordPress websites and landing pages, enhancing user experience and SEO.

- Webistes include: Neurosity.co.uk

- Revived Artists.com

EDUCATION

Diploma in Business Information Technology
KCA University, Nairobi | 2022 – 2025
Key coursework: Networking, Database Systems, Web Development

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CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) — In Progress

- Google Data Analytics Certificate — In Progress

- Power Learn Project Software Development Scholarship – In Progress

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ADDITIONAL DETAILS

- **Languages:** English (Fluent), Swahili (Fluent)

- **Interests:** Tech innovations, web development, problem-solving challenges