

RODNEY ROY GITONGA

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[Profile Portfolio.](#)

[Linkedin Profile](#)

EXECUTIVE SUMMARY

I have a passion for transforming complex data into actionable insights, and I excel at using these insights to drive business improvements. My expertise lies at the intersection of data analytics, software development, and technical support, with a specialization in the financial sector.

My core skills include designing and building interactive dashboards to visualize key financial and operational metrics. I'm adept at integrating these dashboards with databases to ensure seamless data connectivity and enable real-time reporting. Beyond data analysis, I've developed business-enhancing solutions to streamline and automate critical processes.

With a comprehensive background in IT support and system administration, I have a holistic understanding of the technological ecosystems that underpin business operations. I'm skilled in diagnosing and resolving complex technical issues, optimizing system performance, and ensuring a reliable and secure environment. My goal is to apply this unique combination of skills to help organizations make smarter, more data-driven decisions and enhance their overall efficiency.

EXPERIENCE

Data Engineer Intern | Gulf African Bank

2025 July – Present

- Built Microsoft PowerApps solutions to streamline branch-level processes, improving efficiency and user experience across bank operations.
- Designed and developed interactive Power BI dashboards to visualize key financial and operational metrics, enabling data-driven decision-making.
- Gained hands-on experience in integrating Power BI dashboards with MySQL servers, ensuring seamless data connectivity and real-time reporting.

IT Support Intern | Gulf African Bank

Jan 2025 – July 2025

- Spearheaded comprehensive IT support for over 100 staff members across diverse departments and external clients, both on-site and remotely.
- Managed Windows and Linux machine configurations, including software installation, system security hardening, and machine imaging.
- Administered Active Directory, encompassing user provisioning, permissions, and group policy management.
- Successfully troubleshooted and resolved complex hardware, software, printer, and network-related issues within stringent timeframes.
- Orchestrated the onboarding and deployment of new devices, including laptops, desktops, and POS systems, enhancing departmental efficiency.
- Actively participated in the implementation of ERP systems and their seamless integration with core banking software.
- Monitored internal dashboards using Power BI to provide critical insights for IT operations and reporting.
- Supported structured cabling, configured switches/routers, and maintained vigilant monitoring of network connectivity and security protocols.
- Delivered effective end-user training on new systems, software applications, and IT policy compliance, improving user proficiency.

Office Accountant & IT Assistant | Voi Winners Housing Cooperative Society Limited

2024 May – 2025 January

- Managed and meticulously updated financial records utilizing the cooperative's digital financial system.
- Generated precise member account statements, contribution summaries, and comprehensive transactional reports.
- Delivered essential IT support to board members, including device setup, software troubleshooting, and critical document digitization.
- Monitored rental property performance and compiled condition and management reports.
- Promoted cooperative real estate services to new and existing members.
- Delivered IT support to board members, including device setup, software troubleshooting, and document digitization.

Junior Software Developer Intern | Numeral IOT Limited

2022 May – 2022 October

- Collaborated in the development of internal applications that automated workflows, significantly enhancing operational efficiency.
- Contributed to main company website modifications.
- Maintained the company's website, overseeing DNS, hosting, and critical web security settings.
- Established a secondary backup server and conducted routine server health checks and updates, ensuring data integrity.
- Contributed to both front-end and back-end development using Angular and Node.js

EDUCATION

Bachelor of Science in Information Technology | Zetech University

2019 May – 2024 November

*Awarded Second Class Lower
Division.*

Kenya Certificate of Secondary Education | Chania Boys Highschool

2015 – 2018

Achieved a B- Grade.

TECHNICAL SKILLS

- **IT Support & Systems Administration:** Windows/Linux Environments, Active Directory, Remote Desktop, System Onboarding, Troubleshooting, Infrastructure Setup, User Support.
- **Software Development & Web Technologies:** Java, Python, Microsoft Power Apps, JavaScript, C++, Angular, React, .NET, Node.js.
- **Data Analytics & Visualization:** Power BI, SQL, MySQL, MongoDB, Oracle.
- **Networking & Security:** TCP/IP, VPNs, Firewalls, REST APIs, Azure, System Hardening, Network Connectivity & Security Protocols.
- **Tools & Platforms:** VMware, Docker, Jira, Windows Server, Unix, Microsoft Office Suite.

LICENSES & CERTIFICATIONS

- Oracle Cloud Infrastructure 2025 Certified Architect Associate – *Oracle*.
- Associate Data Engineer – *DataCamp*.
- dbt Fundamentals – *dbt Labs*.
- Endpoint Management & Security – *ManageEngine*.
- Data Analytics Essentials – *Cisco Academy*.
- Power BI for Beginners – *Simplilearn*.
- SQL for Data Analysis – *Simplilearn*.
- Python For Data Analysis – *Simplilearn*.
- SQL Query Optimization for Beginners – *Simplilearn*.
- Introduction to ITIL® V4 – *Simplilearn*.
- The AWS Technical Essentials – *Simplilearn*.
- Endpoint Security – *Cisco Academy*.
- CGRC- Governance, Risk and Compliance Certification – *Udemy Academy*.
- Mastery Certified Data Management Professional (CDMP) -Associate – *Udemy Academy*.
- Digital Safety and Security Awareness – *Cisco Academy*.
- English for IT 2 – *Cisco Academy*.
- IT Customer Support Basics – *Cisco Academy*.
- Investment Risk Management – *Coursera Project Network*.
- Networking Devices and Initial Configuration – *Cisco Academy*.
- JavaScript Essentials 2 – *Cisco Academy*.
- Python Essentials 1 – *Cisco Academy*.
- Python Essentials 2 – *Cisco Academy*.

REFERENCES

Hesbon Hogeso

Treasurer, – Voi Winners Housing Cooperative Society Limited.

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Gerald Michigani

Vice Chairman & ICT Administrator – Voi Winners Housing Cooperative Society Limited.

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Brian Munene

HOD Software Development – NumerallOT Limited.

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