Abigail Vivian Muthoni Ndegwa

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PROFESSIONAL SUMMARY

I am a dependable and results-driven Software Development enthusiast and AWS Certified Cloud Practitioner with hands-on experience in cloud architecture, networking, security, software development, machine learning, and containerization through the AWS Re/Start Program and academic projects. Skilled in delivering practical cloud-based solutions and preparing technical documentation within collaborative environments. Experienced in organizing technical workshops and mentorship initiatives as Co-founder of Be Audacious and Community Lead for the Ajira AWS Re/Start Community, strengthening leadership, communication, and stakeholder engagement skills. A proactive team player with a growth-oriented mindset, strong problem-solving abilities, and a commitment to delivering high-quality, impactful technology solutions.

EXPERIENCE

IT Support Specialist, *Anti-Counterfeit Authority*   10/2025 – Present
                                                                                  Nairobi, Kenya
- Provide technical support and maintenance for enterprise IT infrastructure and end users.
- Troubleshoot network connectivity issues including VoIP configurations and internet disruptions.
- Perform hardware diagnostics, upgrades, and installations (Windows OS deployment, RAM upgrades, antivirus configuration).
- Support IT asset management and ensure compliance with organizational IT policies and quality standards.
- Assist in maintaining secure and reliable ICT operations across departments.

Community Lead, *Ajira AWS Re/Start Community*   10/2025 – Present
- Lead and coordinate community engagement initiatives for AWS Re/Start learners and alumni.
- Organize technical workshops, mentorship sessions, and knowledge-sharing events focused on cloud technologies.
- Support peer learning, collaboration, and professional development within the tech community.

Co-founder, *Be Audacious Tech Community*   11/2024 – Present
- Co-founded a tech community focused on empowering learners through mentorship and technical training.
- Plan and facilitate workshops, speaker sessions, and community-building initiatives.
- Drive stakeholder engagement and promote skill development in cloud and software technologies.

ATTACHÉ - IT support, *Anti-Counterfeit Authority*   05/2025 – 08/2025
                                                                                  Nairobi,Kenya
- Provided first-level IT support including troubleshooting network, system, and connectivity issues.
- Assisted in configuring VoIP systems and resolving internet connectivity challenges.
- Installed and maintained Windows operating systems, antivirus software (Kaspersky), and hardware components.

- Contributed to IT asset documentation and reporting, including Assets and Liability reporting processes.
- Gained exposure to quality management standards and ICT operational procedures.

ATTACHÉ - IT Support, *Water Resources Authority*   05/2024 – 08/2024
                                                                    Nanyuki, Kenya
- Supported network troubleshooting including PoE configurations and internet connectivity resolution.
- Conducted cybersecurity awareness training and received certification.
- Performed system maintenance including OS installations, antivirus setup, and hardware upgrades.
- Assisted in maintaining the organization's filing and records management system.
- Strengthened programming skills in Python, SQL, and web development through practical assignments.

Team Member, *AWS- (Cloud Security and Monitoring Resources with AWS Project)*   02/2025
- Collaborated with a team to design and implement cloud security and monitoring solutions using AWS services.
- Configured security controls and monitoring tools such as IAM, CloudWatch, and CloudTrail to enhance visibility and compliance.
- Contributed to documenting the architecture and presenting security best practices for securing cloud environments

Team Member, *Cloud Web Application Project*   01/2025
- Collaborated with a team to design and deploy a scalable cloud-based web application using AWS services.
- Assisted in backend and frontend development, database integration, and cloud resource configuration.
- Contributed to testing, deployment, and documentation to ensure performance, security, and reliability of the application.

Voluntee, *Africa DevOps Summit*   10/2024
October 2024 and November 2025

Volunteer, *AWS Community Day*   05/2024
May 2024 and 2025
- Supported event coordination and logistics for large-scale AWS community events.
- Assisted in speaker management, attendee engagement, and session facilitation.
- Contributed to creating a collaborative and impactful learning environment for participants.

EDUCATION

Bachelor of Science in Software Development - First Class Honours,   03/2021 – 11/2025
KCA University   Nairobi, Kenya

AWS Re/Start Program, *Ajira Digital and eMobilis Technology Training Institute*   09/2024 – 12/2024

SKILLS

Proficient in programming languages
(Python, JavaScript, PHP, Java, C++, HTML, CSS, JSX)

Frameworks
React, NextJs

Microsoft Office applications
Word, Excel, Access, Power point.

Expertise in network monitoring and troubleshooting tools.

Operating Systems
Linux(Ubuntu, Kali) ,Windows

IT Support & Systems Administration
Windows/Linux/MacOS

Familiarity with cybersecurity operations, threat monitoring, and network security assessments

Databases
MySQL, Amazon RDS, DynamoDB

Networking
TCP/IP, DNS, DHCP, VPN, VLAN, CCNA concepts.

IT Asset & Access Control Management.

Cloud Platforms
AWS (EC2, VPC, RDS, DynamoDB, S3, IAM, CloudWatch, CloudTrail)

Version Control
Git

Microsoft 365
SharePoint, OneDrive, Teams,Power Automate, Forms

Design
Figma, Canva

LICENSING & CERTIFICATIONS

- AWS Re/Start Certificate
- Certified AWS Cloud Practitioner badge

- AWS Academy Cloud Security Builder Badge
- Cyber Security and Emerging Technologies Awareness Trainings

- AWS Academy Cloud Web Application Builder Badge

References

Samuel Kanyua, *Senior ICT Officer,* Anti-Counterfeit Authority
skanyua@gmail.com, 0721393611

Isaac Ndung'u, *CEO,* Ink Daja Solutions
0722638349

George Mugo, *CEO,* Geopak Printers and Stationers
0721716710