ISAAC SIKO ZACHARY



IT Support | Software Development | Networking and Security Systems

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PROFESSIONAL PROFILE

IT and security systems professional with a BSc in Software Development and practical experience in technical support, CCTV, networking and web applications. Brings hands-on troubleshooting, clear documentation and user training skills. Currently with Al Sraiya Security Services in Doha. Open to ICT operations, security technology, technical coordination, business support and project support opportunities.

CORE CAPABILITIES

IT support • CCTV and IP surveillance • Network troubleshooting • Windows and Linux • Systems monitoring • Documentation • Client support • User training • Software development

PROFESSIONAL EXPERIENCE

Security Guard | Oct 2026 - Present

Al Sraiya Security Services, Doha, Qatar

- Perform on-site security duties.
- Completed assigned company induction, security operations and emergency response training.

Technical Support Engineer | Feb 2024 - Dec 2025

First Basics Technologies Ltd, Kenya

- Diagnosed network faults, configured routers and supported home, office and business clients.
- Provided remote and on-site troubleshooting through phone support and remote tools.
- Maintained CRM records, documented issues and monitored systems.
- Handled WordPress updates, Canva content edits and basic digital support tasks as required.

IT Support Technician | Feb 2022 - Dec 2023

Humble Crib Investment, Kenya

- Installed and configured CCTV systems, office networks, and Windows and Linux systems.
- Troubleshot computers, cameras and connectivity; performed routine maintenance and inventory support.
- Provided client training, basic digital skills instruction and follow-up technical assistance.

Network and Security Systems Technician | Jan 2019 - Feb 2020

GES Telecommunications Ltd, Kenya

- Installed and maintained CCTV and IP-based security systems at client sites.
- Supported surveillance monitoring, troubleshooting and preventive maintenance.
- Checked cameras, cabling and network devices; reported technical faults.

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INDUSTRIAL ATTACHMENT

ICT Support and Network Administration | Jun 2023 - Aug 2023

Defense Forces Technical College (DEFTEC), Kenya

- Supported server administration, Active Directory and internal ICT maintenance.
- Developed a Computer Maintenance System prototype using Laravel.

VOLUNTARY TECHNICAL SUPPORT AND MENTORING

Power Learn Project (PLP) | Support Staff Volunteer | Mar - Jun 2025

- Resolved LMS issues through email and ticketing support; assisted learners and reviewed hackathon code.
- Mentored approximately 15 developers at the Technical University of Kenya Coffee and Code / AI Safari workshop, using agentic workflows to build a full-stack e-commerce application.

SELECTED PROJECTS

MobKazi Business OS: Multi-tenant SME platform covering user access, automation, M-PESA and business operations.

Berry Fibre Hotspot Portal: Captive portal and hotspot authentication for internet access management.

MobKazi Sentinel and SomaSteps: Security patrol management and school homework platforms. Portfolio: mobkazi.com.

Hikvision IP Camera Recovery: Recovered camera access using SADP and vendor-assisted resets; resolved subnet and power issues.

Drowsy Driver Detection System: Computer vision prototype for driver fatigue monitoring.

EDUCATION AND PROFESSIONAL DEVELOPMENT

BSc Software Development | KCA University | 2019 - 2023

KCSE | Mwongori High School | 2015 - 2018

Power Learn Project | Software Development Fundamentals | Sep 2024

EF SET English Certificate | 66/100 C1 Advanced | May 2025

TECHNICAL SKILLS AND TOOLS

Security systems: CCTV, IP cameras, basic access control, incident reporting and network monitoring.

IT and networking: Windows, Ubuntu, LAN/WAN, IP addressing, routers, Wi-Fi, DNS, SSL/TLS, servers and Active Directory.

Software development: PHP, Laravel, Python, Django REST Framework, React, MySQL, PostgreSQL, Git, GitHub and Docker.

Support and productivity: Jira, TeamViewer, AnyDesk, CRM and ticketing systems, Microsoft Office, Google Workspace, WordPress and Canva.

Languages: English - full professional proficiency; Swahili - native or bilingual.

Professional references and supporting certificates available on request.