

## CLEAVON SURUMO MONGARE

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### PROFESSIONAL SUMMARY

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Technical Support Engineer with 3+ years of experience resolving complex hardware, software, and network issues across enterprise environments. Adept at debugging software bugs, building automations, and maintaining internal tooling to streamline support operations. Experienced with ticketing systems (Jira, Zendesk, ServiceNow), data analytics (Power BI, SQL), and AI-assisted workflows. Strong communicator who bridges technical and non-technical audiences, with a track record of improving documentation, reducing ticket resolution times, and collaborating closely with product and engineering teams.

### CORE COMPETENCIES

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Technical Support & Debugging • Software Troubleshooting • IT Hardware & Software Support • Support Automation & Internal Tooling • Documentation & Knowledge Base Management • Ticketing Systems (Jira, Zendesk, ServiceNow) • LAN/WAN & Network Configuration • Data Analytics (Power BI, Excel, SQL) • AI & LLM Tools • Cross-functional Collaboration

### TECHNICAL SKILLS

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- Support Tools: Jira, Zendesk, ServiceNow (ticketing & issue tracking); remote monitoring; FTP; firmware updates
- Debugging & Troubleshooting: Software bug reproduction, root cause analysis, hardware/software diagnostics, network connectivity
- Automation & Tooling: Workflow automation scripting, internal tool development, process documentation
- AI & Development: Experience with LLMs, AI-assisted tooling, IDEs, WordPress (themes, plugins, CMS)
- Networking & Security: Cisco Packet Tracer, WLAN setup, router/switch configuration, firewalls, CCNA fundamentals
- Data Analytics: Power BI dashboards, Excel (pivot tables, reports), SQL basics
- Operating Systems: Windows, Linux

### EMPLOYMENT HISTORY

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#### IT Support Engineer — Quarser Org

*Jan 2023 – Jan 2025*

- Served as first-line technical support, resolving hardware and software issues promptly to minimize user downtime including complex bugs and usability problems escalated from end users.
- Debugged and reproduced software issues, coordinating with the broader IT team to identify root causes and implement fixes.
- Managed user accounts, access permissions, and system configurations, ensuring security compliance.
- Designed and maintained internal knowledge base articles and user guides, enabling self-service troubleshooting and reducing repeat ticket volume.
- Conducted regular software updates, antivirus scans, and system maintenance proactively identifying vulnerabilities and patching outdated software.
- Participated in the setup, configuration, and testing of new computer systems and peripherals, supporting smooth onboarding for internal users.
- Collaborated with IT team on cross-functional issues, championing user needs and feeding insights into operational improvements.

## **IT Support Intern** — National Treasury

*May 2021 – Aug 2021*

- Installed, configured, and maintained antivirus software, application upgrades, and drivers, ensuring secure and optimized system performance.
- Monitored and logged daily server tasks and reports, improving documentation accuracy for internal knowledge bases.
- Updated firmware pushed files via FTP, and troubleshoot connectivity issues with remote monitoring equipment — demonstrating hands-on debugging of complex technical environments.
- Supported backup and restoration of Microsoft SQL databases, safeguarding critical organizational data.
- Resolved internet, wireless, and wired network access issues, reducing downtime for end-users by diagnosing and escalating connectivity faults efficiently.
- Maintained WordPress websites including plugin updates, content management, and error troubleshooting.
- Configured routers and switches to enhance network security and connectivity.
- Investigated data issues and provided actionable recommendations to supervisors, bridging technical findings with business context.

## **EDUCATION**

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**Data Analytics with Power BI & Excel** — Moringa School *Sep 2025*

**B.Sc. Information Science** — Mount Kenya University *2022*

**Certificate in Digital Customer Service** — Generation Programme Kenya *2022*

## **CERTIFICATIONS**

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- Certificate in Digital Customer Service — Generation Programme Kenya

## **REFERENCES**

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*Available upon request.*