

CONTACT

+254 714746703

+254 789252467

Email: erickziah@gmail.com
P.O. Box 50, Kaloleni, Kilifi,
Kenya

EDUCATION

- » **Diploma in ICT**, Coast Institute of Technology, Voi (2015–2018)
- » **KCSE**, St. George's High School – Grade C (2013)
- » **Computer Packages Certification**, May–Dec 2013.
- » **Leadership Training**, Tudor Patrol Centre (2012)
- » **KCPE**, Kizingo Primary School – 274 Marks (2009)

SKILLS

- » Technical support, system & network administration (Windows/Linux), software & app support, cybersecurity basics.
- » Skilled in TCP/IP, DNS, DHCP, VPN, router/switch setup, IT service delivery, and user support.
- » Proficient in Adobe Creative Suite; familiar with UX principles and usability best practices.

RECENT PROJECTS

- » <https://pwaniufanisi.co.ke/>
- » <https://muskari.co.ke/>
- » <https://alkebulansafaris.com>
- » <https://purecatchsardines.muskari.co.ke/>
- » <https://mukuluandson-scoltd.muskari.co.ke/>
- » St. Thomas Secondary School Magazine
- » St. John's Secondary School Magazine.
- » KLIF Integrity Plan.

ERICK

ZIAH TSUMA

PROFILE

Multidisciplinary ICT Professional | Web Development IT Support • ICT Administration • Graphic Design

I'm a versatile and hands-on ICT professional with a strong background in web development, IT support, systems administration, and graphic design. I thrive in dynamic environments where I can build user-friendly websites, streamline digital operations, and solve technical challenges with a calm, solution-focused approach. Whether I'm troubleshooting a network issue, designing a brand identity, or developing a custom system, I bring a creative mindset and a keen eye for detail. I'm proficient in tools like the Adobe Suite and have a solid grasp of backend and frontend technologies. Above all, I'm passionate about using technology to improve user experience, support business goals, and deliver real, measurable value.

PROFESSIONAL EXPERIENCE

Spearhead Inc. – Business Development Executive (IoT Smart Utility Management Solutions

Current

- » Delivered compelling presentations, demos, and proposals to clients.
- » Supported solution design and implementation in collaboration with ICT teams.
- » Engaged key stakeholders, including utilities, developers, and government agencies.

Pwani Ufanisi Farmers' Cooperative Society Ltd. – ICT Officer June 2022 – Dec 2024

- » Oversaw IT infrastructure, system maintenance, and security assessments.
- » Supported server setup, disaster recovery, and technical troubleshooting.
- » Led the IT support team and contributed to ICT architecture improvements.

Mirror of Excellence of Professional Studies – ICT Officer Dec 2019 – Mar 2022

- » Managed ICT projects with a focus on quality and timely delivery.
- » Maintained data security compliance and technical documentation.

Kilifi County Government – Intern, Network Analyst Oct 2018 – Jan 2019

- » Monitored and maintained network performance and security.
- » Assisted with upgrades and resolved network-related issues.

Kenya Ports Authority (KPA), Mombasa – Intern, Web Development & Portal Management: Oct 2017 – Dec 2017

- » Developed and managed WordPress-based web applications.
- » Updated content, tested functionality, and resolved technical issues.

Kenya Medical Research Institute – Welcome Trust Intern, IT Helpdesk Analyst: Sep 2015 – Dec 2015

- » Delivered first-line technical support and system installations.
- » Coordinated with IT teams to troubleshoot and resolve issues.