

Benu Mercy Njoki

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Professional Summary

Motivated and technically proficient Information Systems graduate with practical experience in SOC operations, software testing, IT support, and systems administration, gained during an internship at the Kenya Revenue Authority through the Presidential Digital Talent Programme. Proficient in Windows OS, Microsoft Office Suite, email systems, and basic networking. Currently seeking to launch a career in Android mobile app development, with a keen interest in creating user-centered, reliable mobile applications. Eager to apply analytical and technical skills in a dynamic software development environment.

Core Competencies

- SOC Monitoring & Incident Response
- Systems Administration
- Software Testing (Manual & Automated)
- Networking Fundamentals (TCP/IP, DNS)
- IT Support & Troubleshooting
- Technical Documentation & Reporting
- Android Studio & Mobile App Debugging (*in progress*)

Professional Experience

Head of ICT – PCEA Goshen church

Feb 2022 – present

- Lead and manage all ICT operations within the church, ensuring reliable performance of systems and infrastructure.
- Oversee installation, maintenance, and troubleshooting of hardware, software, and network components.
- Provide technical support and training to staff, volunteers, and ministry leaders to enhance digital literacy and tool usage.
- Implement technology solutions to support worship services, including livestreaming, audiovisual systems, and digital presentations.
- Ensure data security, system backups, and compliance with relevant IT policies and best practices.

Information System Security Intern – Presidential Digital Talent Programme (PDTP Cohort VIII) Kenya Revenue Authority (KRA)

Jan 2024 – Dec 2024

- Assisted in day-to-day Security Operations Center (SOC) monitoring and incident response, supporting the identification and escalation of security events.
- Participated in software testing activities, including both manual and automated testing of internal applications.
- Logged, tracked, and escalated incidents through the helpdesk system, and communicated resolutions or feedback to end users.
- Gained hands-on experience with enterprise IT infrastructure, security tools, and IT service delivery best practices in a large-scale public sector environment.

Education

Bachelor of Science in Computer Science

Kirinyaga ,Kirinyaga

Graduated: 2021

KCSE mean grade: B (plain)

Vanessa Grant Girls School, Nakuru

Graduated: 2016

Certifications

- AWS Certified Cloud Practitioner – Jan 2025

Technical Skills

- Security Information and Event Management (SIEM) tools (e.g., Splunk, IBM QRadar)
- Vulnerability Management & Penetration Testing (e.g., Burp suite, Nessus)
- Operating Systems & Platforms (e.g., Windows and Linux)
- Scripting languages (e.g., Python, PowerShell, Bash) for automating tasks
- Cloud platforms security basics (AWS, Google Cloud)

Projects & Achievements

- Provided hands-on support for daily information security tasks, including incident monitoring, user support, and secure system operations during internship at KRA.
- Supported technical documentation and reporting of weekly and monthly departmental updates.