

FRANCIS SAKWA

IT SUPPORT | APPLICATION SUPPORT | SYSTEMS SUPPORT

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LinkedIn: [My LinkedIn Profile](#)

GitHub: [My Development Profile](#)

Portfolio: [FrancisSakwa89.github.io](#)

PROFESSIONAL SUMMARY

IT support professional with progressive experience in **technical support, application support and ERP operations**. Hands-on experience with Windows, Microsoft 365, Entra ID, Business Central, NAV, LS Retail POS, networking, VPNs, hardware and end-user support. Strong at troubleshooting, incident ownership and supporting business-critical systems.

TECHNICAL SKILLS

Microsoft	Microsoft 365 • Entra ID • Exchange Online • Outlook • Teams • Windows 10/11
ERP / Applications	Business Central • Microsoft NAV • LS Central / LS Retail POS • TIMS/eTIMS • PBX Linkus • CCS
Networking	TCP/IP • LAN/WAN • DNS • DHCP • Wi-Fi • VPN • WireGuard • OpenVPN
Hardware	Desktops • Laptops • POS • Printers • Scanners • Drivers • Peripherals • Asset Management
IT Operations	ITSM • Ticketing • Incident Management • SLA • Remote Support • Documentation
Development	Python • Django • Java • JavaScript • SQL • REST APIs

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT SPECIALIST | MYDAWA

Oct 2024 – Present | Nairobi, Kenya

- Provide L1/L2 support for Windows computers, POS systems, printers, scanners and peripherals.
- Administer Microsoft 365 and Entra ID, including users, licenses, Outlook, passwords and access.
- Support Business Central, NAV, LS Retail POS, TIMS/eTIMS and other business applications.
- Troubleshoot LAN/WAN, DNS, Wi-Fi and VPN issues using standard network diagnostic tools.
- Deploy and relocate branch/warehouse equipment, maintain asset records and manage IT incidents against SLAs.
- Collaborate with infrastructure, application and vendor teams on escalated incidents and user training.

Technical focus: Microsoft 365, Entra ID, Windows, Business Central, NAV, LS Retail, POS, networking, VPN and ITSM.

CUSTOMER EXECUTIVE – CUSTOMER & APPLICATION SUPPORT | MYDAWA

Feb 2022 – Sep 2024 | Nairobi, Kenya

- Handled customer and internal support requests covering accounts, orders, payments and delivery workflows.
- Logged, prioritized and tracked incidents and requests through ticketing and SLA processes.
- Investigated application and transaction issues and escalated complex defects with supporting details.
- Worked with IT, warehouse, pharmacy, finance and operations teams to resolve customer-

impacting issues. **Technical focus:** Application support, ticketing, incident management, troubleshooting, SLA and user support.

WAREHOUSE ASSISTANT – ERP & SYSTEMS OPERATIONS | MYDAWA

Aug 2021 – Feb 2022 | Nairobi, Kenya

- Processed orders and inventory transactions through ERP workflows.
- Performed binning, stock allocation and system-based inventory checks.
- Investigated order and stock discrepancies and supported warehouse users with ERP processes.

Technical focus: ERP, order processing, inventory systems, data validation and warehouse workflows.

INVENTORY MANAGEMENT | GOODLIFE PHARMACY LIMITED

Feb 2020 – Aug 2021 | Nairobi, Kenya

- Managed inventory data and supported stock accuracy, reconciliation and operational reporting.

Technical focus: Inventory systems, data accuracy, reconciliation and reporting.

SOFTWARE DEVELOPER INTERN | SYSTECH AFRICA LIMITED

Jun 2019 – Dec 2019 | Nairobi, Kenya

- Supported software architecture, Agile development, testing, debugging and API integrations for FundMaster.
- Worked with Python/Django, Java, JavaScript, HTML/CSS and databases.

Technical focus: Python, Django, Java, APIs, databases, testing and software development.

SELECTED PROJECTS

Awards Management Platform — Python/Django application supporting project submissions, ratings, comments and user workflows.

Neighborhood Watch Platform — Django-based community platform with user profiles, administration, businesses and contacts.

EDUCATION

Bachelor of Science in Information Technology — Jomo Kenyatta University of Agriculture and Technology (JKUAT) | 2025 – Present

Full Stack Software Development — Moringa School | 2018 – 2019

Certificate in Computer Packages — SHOFCO | 2018

CORE STRENGTHS

Problem solving • Technical troubleshooting • Customer support • Incident ownership • Communication • Documentation • Team collaboration

CAREER HIGHLIGHTS

Enterprise Applications	Business Central, NAV, LS Retail/POS and TIMS/eTIMS support.
Microsoft Support	Microsoft 365, Entra ID, Exchange Online, Windows and user access.
Infrastructure	LAN/WAN, DNS, DHCP, Wi-Fi, VPN and endpoint troubleshooting.
Business Operations	Direct understanding of warehouse, inventory, order and customer-service workflows.

REFERENCES

1. Nick Abura, Systems Administrator
MYDAWA Tel: 0728701598
2. Nicky Nyamasyo. Head of IT
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