

DERIC MWITI MARANGU

ICT, SYSTEMS AND DATA SUPPORT

Meru, Kenya | +254 791 360 805 | dericmarangu@gmail.com

<https://dericbi.vercel.app> | <https://linkedin.com/in/deric-marangu-134340297> | <https://github.com/Deric254>

PROFESSIONAL PROFILE

Business Information Technology graduate with hands-on experience in supporting ICT operations, users, computers, networks, information systems and ICT assets in a hospital environment. Experienced in systems troubleshooting, systems support, software development, reporting and data management. Combines practical ICT support capability with software and business intelligence skills to improve day-to-day operations, reporting and decision-making.

CORE COMPETENCIES

- **ICT & User Support:** Computer and hardware support, software support, troubleshooting, user assistance, ICT equipment management
- **Systems & Infrastructure:** Network administration, system administration, information systems support, ICT asset tracking
- **Software & Databases:** Custom business applications, websites, desktop programs and databases
- **Reporting & Data:** Excel, Power BI, data cleaning, dashboards, KPI reporting and operational reporting
- **Training & Documentation:** User guidance, basic computer/data skills and technical documentation

PROFESSIONAL EXPERIENCE

Intern — Information Technology | *St. Anne Mission Hospital* Feb 2026 – Present

- Provide day-to-day technical support to staff and help keep hospital computers, network and information systems operational.
- Troubleshoot ICT-related issues affecting users and support continuity of day-to-day hospital operations.
- Maintain an up-to-date inventory of hospital ICT equipment, including equipment location and assigned users.
- Support hospital departments with information systems, patient-record organization and departmental reporting.
- Prepare operational reports and verify underlying records for accuracy before reporting.
- Build simple visual dashboards that help departments monitor performance and understand operational information.

Freelance Data Analyst & BI Developer Jan 2025 – Present

- Build dashboards and automated reports for clients, replacing manual spreadsheet processes with more efficient reporting tools.
- Develop custom business applications, websites and database-backed tools to support operational workflows.
- Clean and organize client data and convert it into reliable reports and usable business information.
- Maintain a public portfolio website and provide clients with training and support on basic computer and data skills.

IT Assistant (Attachment) | *Kinoro Tea Factory* May 2024 – Jul 2024

- Provided general IT troubleshooting and technical support to staff.
- Maintained the factory's Excel-based reporting system and supported operational reporting.
- Reviewed transport and farmer-delivery data to support operational planning.

SELECTED TECHNICAL PROJECTS

- I. Pharmacy Management System** — Built a stock and sales management application with role-based access, financial records, expiry-aware stock management and an integrated user assistant.
- II. Small Business Management Systems** — Developed an integrated system for production tracking, true-cost calculation and automated reporting.
- III. Healthcare & ICT Tools** — Developed dashboards and internal tools for healthcare, retail, finance, education and NGO use cases, including an ICT asset-tracking tool and a medical-bill checking tool.

TECHNICAL SKILLS

- **ICT Infrastructure:** Network administration, hardware support, ICT asset management, system administration
- **Software Development:** Web applications, desktop applications, databases and business systems
- **Business Intelligence:** Power BI, Excel, dashboards, KPI reporting and data cleaning
- **AI & Productivity:** Use of AI tools to support software development, documentation and workflow improvement

EDUCATION

Bachelor of Business Information Technology (BBIT)

Kirinyaga University -- October 2025

LANGUAGES

- English
- Swahili
- Kimeru

REFERENCES

- I. Lawrence Mwanza , Human Resource Manager,**
St. Anne Level (IV) Mission Hospital
Phone: 0103 232 936
- II. Chris Gichuki , Chief IT Officer,**
St. Anne Mission Hospital
Phone: 0721 939 181