Shivam Raval

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EDUCATION

Strathmore University — **Nairobi, KE**

- BBIT + Networking — 2025
  - LAN + WAN Design
  - Second-Class Honors (Upper Division)

Jaffery Academy — **Mombasa, KE**

- Kindergarten to A-levels — 2003 - 2020
  - A-Levels: **Physics, Mathematics & ICT**

PROFESSIONAL EXPERIENCE

eBay – Nutrgioup LTD UK. — **Remote, UK**

- *Web development, IT department* — 2016-2020
  - Product management of the eBay system as well as managing the front-end web design of the catalogue and internal website

Kenya Red Cross Society — **Mombasa/Nairobi, KE**

- *Intern* — January – March, 2022
  - Dissemination teams at universities as well as assisting in the organization of multiple blood drives across the county, also helping with any community service drives happening day-to-day.
- *Chairperson Red Cross Chapter, Strathmore* — 2022-2024
  - Overall management of first aid activities and assisting disaster response teams within the university and local area, as well as promoting health and wellbeing of students by providing team buildings and exposure to community service.

Hult Prize Foundation — **Nairobi, KE**

- *Campus Director/Regionals Summit Lead* — 2022-2024
  - Served as a campus director for 2 consecutive years organizing the on-campus competitions, from planning to execution.
  - Served as the regional host for the 2022 & 2023 summit held for Africa in Strathmore University.

Innovus Group Limited — **Mombasa, KE**

- *Intern, IT department* — January-April, 2024
  - Implementation of customized Odoo ERP solutions, training clientele on the use of the various modules, such as accounting, purchase, sales etc...
  - Serving as a trainer to multiple different clients across Mombasa on a day-to-day basis

Strathmore University — **Nairobi, KE**

- *Vice President, Student Council* — 2023-2024
  - Deputising the president, as well as catering to the needs of all students from the 7 different schools at Strathmore
  - Overseeing the day-to-day operations of the 34 Clubs and Societies and assisting them in requisitioning and organising for various events

Muranga Forwarders Limited — **Mombasa, KE**

- *IT Admin, IT Department* — January-March, 2025
  - Successfully managed IT infrastructure, including network configuration, printer and PC maintenance, QuickBooks backups, mailbox management, and inventory tracking.
  - Ensured smooth IT operations through troubleshooting, vendor coordination, and structured documentation of system credentials, maintenance schedules, and asset management

Intellitech Limited — **Mombasa, KE**

- *IT Support & Systems Admin, Software Department* — April 2025 - Present
  - **Full-Stack Development & Cloud Management:** Orchestrated cloud server configurations and maintained internal system stability while engineered high-performance websites and custom full-stack applications: architected and deployed a suite of custom enterprise applications, including a Kenyan-market HRMS/Payroll system, e-commerce platforms, and specialized hospitality management tools. for a diverse client base.
  - **Infrastructure, Security & Growth:** Fortified network defenses via Sophos/Fortinet firewalls and automated Bash scripting. Spearheaded revenue growth through strategic client acquisition and ensured 360-degree data resilience using Synology, Zoho, and Vembu BDR. Managed end-to-end physical infrastructure, including CCTV site surveys and precision fiber splicing.

SKILLS

- **Technical Proficiencies**
  - **Software Development:** Full Stack Web Development, Mobile & Desktop Application Development
  - **Programming & Scripting:** Python, Java, JavaScript (ES6+), Bash Scripting, HTML5, CSS3
  - **Frameworks & Databases:** Django, Node.js, MySQL
  - **Cybersecurity:** Beginner Pen Testing, Sophos & Fortinet Firewall Deployment, Automated Threat Detection
- **Business & Operations**
  - **Finance: Basic** Accounting, Profit and Loss Management, Company Accounts Management
  - **Infrastructure:** Cloud Server Configuration, Synology Backup & Disaster Recovery Solutions
- **Languages**
  - **Native / Bilingual:** English, Swahili, Hindi, Gujarati
  - **Intermediate:** French, Chinese

ADDITIONAL INFORMATION

- **Certifications & Education**
  - **IT Certifications:** Cisco Certified, CompTIA A+ / N+, Fortinet Cybersecurity Certifications, AWS Certificate
  - **Academic:** Level 4 Diploma in IT (NCC UK)
  - **Specialized Training:** Disaster Management, Occupational First Aid, Security Management/Trainer
- **Personal Achievements & Interests**
  - **Competitive Sports:** Table Tennis & Badminton (National Level), Triathlon (Regionals Level)
  - **Hobbies:** Hiking, Marathons, and Active Participation in Tech Hackathons