

## Professional Profile

Skilled ICT specialist with expertise in networking, software development, and Cybersecurity. Experienced in designing and implementing technology solutions to optimize business processes and enhance user experience. Proficient in programming languages such as JavaScript, as well as database management and web development. Strong analytical and problem-solving abilities, with a meticulous approach to troubleshooting and resolving issues. Excellent communication skills for collaborating with cross-functional teams and conveying technical information to diverse audiences. Committed to leveraging technology to deliver innovative and efficient solutions


## Competencies

Strategic Planning | System Administration | Virtualization | Database Management | Protocol | Data Management | Research | Data Analysis | Organization | Communication

## Key Achievements

- Collaborated with a team to design, develop, and deploy the official site for the 9th edition of the Africities Summit that was held from 17 to 21 May 2022, in Kisumu, Kenya.
- Identified and resolved technical issues, such as software bugs, network connectivity problems, or hardware malfunctions
- Provided technical support to colleagues or clients, resulting in quick and efficient solutions to their challenges
- Streamlined processes or automated tasks using scripting or programming languages, leading to increased efficiency.
- Created clear and comprehensive documentation for projects, systems, or processes to aid future reference and understanding.
- Compiled and presented reports on project progress, outcomes, or technical issues, offering actionable insights.

## Experience Summary

 **THE COUNTY GOVERNMENT OF KISUMU, DEPARTMENT OF EDUCATION, ICT AND HUMAN CAPACITY DEVELOPMENT, DIRECTORATE OF ICT – KISUMU, KENYA**

*Industrial Attachment(Network Administration and Web Development), January 2022 - April 2022*

Duties:

- ✓ -Conducted routine checks and diagnostics to proactively identify and resolve network issues.
- ✓ -Provided prompt and efficient technical support to end-users, resolving hardware, software, and network-related issues.
- ✓ -Managed website content, updates, and security for optimal performance and user experience.
- ✓ -Monitored website metrics and implemented changes based on analytics to improve traffic and engagement.
- ✓ -Managed a help desk support system, including ticket tracking and escalation procedures.
- ✓ -Oversaw server room operations, including hardware and software management, data backup, and security..
- ✓ -Created detailed reports on technical performance and incidents, offering insights for improvement.

- ✓ -Designed and developed web applications using ReactJS, enhancing user interaction and functionality.
- ✓ -Built and maintained websites using WordPress CMS, integrating plugins and customizing themes to meet client needs.

## THE COUNTY GOVERNMENT OF KISUMU, KISUMU COUNTY REFERRAL HOSPITAL – KISUMU, KENYA

*Industrial Attachment (ICT Clerk), January 2021 - April 2021*

### Duties:

- ✓ Install, configure, maintain personal computers, workstation, file server, Ethernet networks, network cabling and other related equipment, device and systems
- ✓ Administer network station, utilizing one or more TCP/IP networking protocols and/or one or more UNIX-based operating systems.
- ✓ Investigate, recommend and install enhancements and operating procedures that optimize network utilization, data integrity and confidentiality.
- ✓ Perform routine maintenance and cleaning of equipment, document reviews and procedures.
- ✓ Undertake backup and recovery activities.
- ✓ Ensure that property software licenses are up-to date at all times
- ✓ Administer Hospital Management Information System

## Education

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### THE KISUMU NATIONAL POLYTECHNIC – KISUMU, KENYA

*Diploma in Information Communication and Technology September 2019 - November 2022*

### KANYAWANGA HIGH SCHOOL – MIGORI, KENYA

*Kenya Certificate of Secondary Education, 2015-2018 Attained an average grade of C*

### St. ANNE'S JUNIOR SCHOOL – KAKAMEGA, KENYA

*Kenya Certificate of Primary Education, 2014 Attained 358 marks*

## Certifications

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- System Administration
- Technical Support
- Web Development and Administration {JavaScript(React), WordPress and Webflow}
- Database Management (MySQL, MongoDB)
- Software and Hardware Knowledge {Microsoft Suite, Google Workspace, Zoom e.t.c}
- Scripting and Automation
- Project Management
- Data Analysis and Reporting (Excel, Microsoft Power BI, Tableau)

## Referees

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**Oballa Steve** | Network Administrator | CGK-Dept. Of ICT | P.O. Box 1509 - 40100, Kisumu | 0746215032 | [oballasteve@gmail.com](mailto:oballasteve@gmail.com)

**Calvin Otieno** | Health Records Information Officer | CGK- KCRH/CCC/MOH-FACES | P.O. Box 1818-40100 Kisumu | [otienocalvin29@gmail.com](mailto:otienocalvin29@gmail.com)