Frieze
Kere
Wandabwa

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Profile Summary

I am a regional IT professional with over 8 years of experience managing IT infrastructure and support across Africa. My work spans both public and private sectors, including roles at the Communication Authority of Kenya, Telesys Solutions, and currently at KOFISI Africa, where I oversee IT operations for 10+ centers across multiple countries. I specialize in network design, AV systems integration, vendor management, and end-user support. Over the years, I have successfully delivered solutions for major organizations such as the Bill & Melinda Gates Foundation, Amazon Web Services, GIZ, KfW, Bolt, Athena, and others. My strength lies in aligning technology with real-world challenges to drive operational efficiency and meaningful impact.
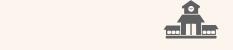
Personal Details

Date Of Birth	Nationality	Languages	Marital Status
9 | 19 | 1995	Kenyan	English and Swahili	Single

Education Background

▶ **Sept 2014 - July 2019**

Kenyatta University
Bachelor of Science (Telecommunication & Information Technology)

▶ **January 2010 - November 2013**

Friends School Kamusinga
Kenya Certificate of Secondary Education

Professional Courses

Cisco Certified Network Associate (CCNA module 1-4), Kenyatta University
• Radio Frequency Awareness – Gravity Learning Centre
• Fiber Optic installation, JKUAT main campus October 2018
• 5G Technologies, architecture and protocols-Udemy Academy
• Introduction to Linux-Udemy Academy
• SQL Server DBA –Udemy Academy
• 4G LTE Evolved Packet Core –Udemy Academy
• Introduction to IOT- Cisco Networking Academy
• Fronted Fundamentals (HTML, CSS and JavaScript) -pirple.com
• Cyber Security and network security-Udemy Academy
• Basic first aid and basic fire safety – Kenya Red Cross
• Electric safety awareness training – Strategic She Limited
• Occupational Safety and Health Risk Assessment Training
• PL/SQL Oracle Database administration: server UNIX & queries-Udemy Academy

Work Experience

IT Manager Kenya
KOFISI Africa
9/2022 - Date

At KOFISI Africa, I provided end-to-end IT leadership across 15 centers in multiple countries, delivering consistent, high-quality support for both internal systems and diverse client infrastructures. I led the deployment and management of complex network and AV systems, ensuring seamless setup, optimal connectivity, and minimal downtime for enterprise clients. My responsibilities included onboarding and supporting global organizations such as Amazon Web Services, Bolt, Sony, Logitech, KFW, and Cisco, as well as NGOs and foundations like GIZ, VillageReach, The Mawazo Institute, and the Bill & Melinda Gates Foundation.I served as the technical team lead for major regional events, including the Amazon Launch in Kenya, where I oversaw advanced technology deployments and ensured real-time support for high-profile participants. My role combined strategic oversight, hands-on technical implementation, and cross-functional collaboration to align IT solutions with long-term business goals.

Achievements
Unified Access Control & Network Infrastructure Projects
• Led centralized monitoring system design, significantly improving real-time facility surveillance and response efficiency.
• Spearheaded network upgrades in 10+ office locations, ensuring robust, secure, and scalable connectivity infrastructure.
• Designed and executed over 30 high-profile network installation projects for clients such as the Bill & Melinda Gates Foundation, Amazon, Athena, Bolt, GIZ, KfW, THUNES, Sony Music, and Meliore Foundation.
• Managed 40+ professional AV installations, utilizing diverse technologies from Logitech, Jabra, Kandao, Airtame, Sonos, and Shure, tailored for corporate meeting spaces and collaborative environments.
• Maintained and monitored 40+ enterprise-grade networks using proactive monitoring tools, ensuring minimal downtime and optimal performance for mission-critical environments.
• Recognized for expertise in network design, access control systems, and project execution, reducing operational discrepancies across distributed locations.

Duties and Responsibilities:

Network Installation & Configuration

As IT Manager at KOFISI Africa, I lead a cross-functional IT team responsible for supporting and maintaining digital infrastructure across 10+ premium office centers in multiple countries. I oversee day-to-day operations, coordinate project delivery, and ensure high service availability for enterprise clients. My role involves supervising network and AV system deployments, managing vendor relationships, implementing proactive monitoring tools, and driving issue resolution with minimal downtime. I focus on team performance, technical mentorship, and aligning IT initiatives with business goals to deliver consistent, client-centered support.

Technical Leadership & Team Management

- Lead and mentor a high-performing IT team across multiple KOFISI locations, ensuring alignment with KPIs, client service standards, and operational excellence.
- Supervised team activities during infrastructure installations, network configurations, and AV deployments to maintain consistency, compliance, and performance.
- Delivered regular training sessions for both staff and internal teams to boost technical knowledge, service delivery, and client support capabilities.
- Oversaw IT onboarding and orientation for new clients, ensuring full integration into KOFISI's digital ecosystem, including network access, VoIP systems, and AV platforms.

AV System Deployment & Live Event Support

- Spearheaded AV setup and client training for top-tier organizations including the Bill & Melinda Gates Foundation, Amazon Web Services, GIZ, Athena, Uber, Bolt, Cisco, and Mirova.
- Deployed, configured, and provided ongoing support for systems such as Logitech Rally Bar, MeetUp, Rally Camera, Tap Scheduler, Kandao, Jabra PanaCast, and Jamboard.
- Provided live technical support during high-stakes events—including the Gates Foundation Africa OPS Summit—ensuring seamless connectivity and AV performance for senior stakeholders.
- Ensured smooth operation of conferencing platforms like Microsoft Teams, Zoom, Google Meet, and Amazon Chime, remaining on standby during critical meetings.

Network Infrastructure & Internet Reliability

- Led installation, configuration, and maintenance of core network infrastructure, including cabling, switches, patch panels, and wireless access points.
- Diagnosed and resolved faults in network infrastructure to reduce downtime and maintain service quality.
- Ensured continuous internet uptime through proactive monitoring, ISP engagement, and frequent testing of backup links.
- Managed and secured VPN tunnels within the KOFISI WAN, enabling secure remote access and inter-office connectivity.
- Analyzed network usage trends and gateway reports to advise on capacity planning and bandwidth optimization.

End-User Support & Client Onboarding

- Provided technical support for end users across multiple platforms including Zoho, Google Workspace, Office RnD, Azure, Xero, and internal business tools.
- Ensured all KOFISI machines were properly configured with necessary software and updates.
- Delivered structured client onboarding, ensuring users had seamless access to Wi-Fi, VoIP, printers, access control, and AV systems.
- Diagnosed hardware/software issues and recommended scalable, cost-effective solutions when necessary.

System Security & Infrastructure Maintenance

- Maintained security of wireless networks and switches, ensuring access control policies were enforced.
- Ensured all critical IT appliances and network hardware were powered by reliable backup systems to prevent service disruptions.
- Configured and supported VoIP systems and multimedia distribution platforms, maintaining call quality and uptime for corporate clients.

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Regional Network Engineer
Telesys Solutions Limited
01/2020 - 08/2022

As Team Leader at Telesys Solutions Limited, I was responsible for supervising regional network installation and maintenance projects, ensuring full compliance with Occupational Health and Safety (OHS) standards and Pre-Preventive Acceptance Testing (Pre-PAT) procedures. I led a multi-site technical team, overseeing end-to-end execution while ensuring adherence to industry best practices and quality benchmarks. My role involved coordinating with vendors, managing timelines, and ensuring seamless delivery of services. I worked extensively with diverse telecom equipment from leading manufacturers including Nokia, Huawei, Cisco, and Ericsson, enabling reliable connectivity and infrastructure support across various environments.

Achievements

- Successfully installed and deployed over 500 network sites across various regions, significantly expanding connectivity coverage, especially in underserved and rural communities.
- Managed 30+ concurrent projects with high efficiency, ensuring on-time delivery and strict adherence to quality standards.
- Led and coordinated a cross-functional team of over 15 technicians and engineers across multiple locations, fostering collaboration and high performance.
- Played a key role in bridging the digital divide by enabling reliable network access in remote and previously unconnected areas.
- Improved project execution through streamlined tracking, reporting, and resource management tools, enhancing overall delivery timelines and stakeholder visibility.

Duties and Responsibilities

Leadership & Team Management

- Led a regional team of technicians and engineers, ensuring project timelines, safety, and quality standards were consistently met.
- Provided technical mentorship and hands-on training to junior staff, boosting team efficiency and expertise.
- Developed and enforced standard operating procedures (SOPs) for installation, maintenance, and safety compliance.
- Coordinated simultaneous multi-site projects while managing resources and overseeing daily operations.

Logistics & Project Coordination

- Managed equipment inventory, logistics, and deployment schedules to minimize project delays.
- Implemented tracking and reporting tools to monitor progress, ensure accountability, and streamline communication with stakeholders.

Technical Operations & Implementation
- Supervised end-to-end installation and maintenance of telecom infrastructure across 500+ sites.
- Carried out Pre-Preventive Acceptance Testing (Pre-PAT) and ensured adherence to Occupational Health and Safety (OHS) standards.
- Conducted site surveys and designed deployment strategies tailored to each location's needs.

Client & Stakeholder Engagement
- Delivered technical support during client onboarding and post-deployment phases to ensure service satisfaction.
- Maintained accurate and detailed documentation of configurations, testing, and maintenance for accountability and audits.

Assistant IT Officer
Communication Authority of Kenya
01/2019 - 12/2019

Achievements
- Designed and implemented a comprehensive filing system
- Successfully managed over 50,000 physical files
- Improved document accessibility, security, and compliance standards

Duties and Responsibilities
- Public Sector | Data Management | Regulatory Compliance
- Processed and evaluated new license applications and renewals for communication service providers, ensuring full alignment with national regulatory requirements and timelines.
- Supported regulatory compliance initiatives by maintaining accurate records, verifying applicant data, and contributing to policy enforcement procedures.
- Designed and maintained structured databases to support licensing operations—developed queries, optimized data integrity, and facilitated access for reporting and audits.
- Managed digital and physical filing systems, establishing reference codes for organized and traceable documentation in line with public sector governance standards.
- Contributed to Information Security Management System (ISMS) activities, generating reports and updating documentation in support of ISO 27001 compliance.
- Provided first-line network support, including configuration and troubleshooting of connectivity issues to ensure uptime for staff and departments.
- Delivered cross-departmental office support and customer service as a trusted assistant to senior officers, enhancing team coordination and service delivery.

Internship
Kenya Civil Aviation Authority
06/2018 - 09/2018

Duties and Responsibilities:

- Manage Communication Systems
- Ground Navigation Systems
- Surveillance Systems
- Auxiliary Equipment

Interests & Hobbies

Playing Chess

community service

Reading New Tech

Swimming

Referee

Miss Sharon Kalegi
KOFISI Africa
Operational Manager
Tel:+254 728 508 936

Mr. Derick Khamali
Communication Authority of Kenya
Compliance & Enforcement Manager
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Mr. Paul Lumara
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Director
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Frieze Kere Wandabwa
CURRICULUM VITAE