

GEORGE OTIENO OWINO

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OBJECTIVE

I seek to maintain a full-time position that offers me a professional challenge, leveraging my skills for organizational growth. Career driven, passionate, skilled, results-oriented and experienced person seeking opportunity in career field where I am convinced of making positive impact on an employer organization working with an existing instruments and upholding work ethics and leveraging my expertise in IT to contribute effectively to your organization.

SKILLS

- ❖ Well Conversant With Operating systems
- ❖ Well Conversant with Microsoft Active Directory
- ❖ Report writing and Documentation
- ❖ In-depth knowledge of Hardware and Software
- ❖ IT support and Troubleshooting
- ❖ Software Installation and operation.
- ❖ Good Interpersonal skills
- ❖ Good problem-solving skills
- ❖ Network support and installation Techniques
- ❖ Strong Knowledge of Antivirus and Spyware removal techniques.
- ❖ Helpdesk support
- ❖ Good technical skills
- ❖ Hardware Support
- ❖ Presentations
- ❖ Excellent written and verbal communication skills

WORK EXPERIENCE

ICT OFFICER – JUBILEE TISSUE INDUSTRIES

Aug 2024 – Present

- Installing, configuring and updating various office applications including windows, Microsoft Office.
- Troubleshooting hardware, software, and network issues within the company.
- Installing and configuring hardware and software components as required by the company for effective running of business operations.

- Repairing or replacing damaged computer hardware including batteries, RAMS etc.
- Diagnosing and fixing computers replacing faulty batteries with new ones and upgrading slow machines with proper SSDs and RAMs.
- Create, add and modify user accounts and services across various cloud platforms including webmail.
- Establishing good relationships with all clients and colleagues at the workplace.
- Managing technical documentation of various IT products.
- Keeping accurate and detailed descriptions of services performed while on a service call.
- Administration of Active Directory, Office365, firewalls, load balance, email filter, backups, phone systems, mobile devices, and any other IT-related software
- Office365 support setting up devices and email clients, tablets, mobile phones, and computers.
- Configuring, deploying, and relocating desktops, laptops, printers, and any other related devices within the company premises.
- Identify, report, and respond to potential cybersecurity threats
- Setting up advanced network firewalls and switches
- Identifying, troubleshooting, resolving, and documenting end-user system issues requests
- Ensuring all requests are resolved promptly and with high-quality results
- Installing of Ethernet and Coaxial cables as well as various network or security systems within company premises.

NETWORK ADMINISTRATOR – JODAMMED ENTERPRISES

Jan 2024 – July 2024

- Designed, tested and implemented new products functionalities or upgrades within the company.
- Provided support to users and being the first point of contact for problem resolution.
- Assigned IP addresses to various desktops with the enterprise ensuring each is getting network access efficiently.
- Secured network systems by establishing and enforcing policies and monitoring access to the network.
- Monitored and maintained computer systems and networks to ensure optimal performance.

- Received and responded to incoming calls and/or emails regarding workstation and peripheral performance and user requests thereby reducing walking ups and downs.
- Implemented and designed disaster recovery and back-up plans for the enterprise.
- Ensuring all employees adhered to procedures for logging, reporting and helpdesk requests.

IT SECURITY ANALYST – NYANZA REPRODUCTIVE HEALTH SOCIETY

Jan 2023 – May 2023

- Conducted written, oral and technical communication with supervisor.
- Recognized by supervisor for work ethic, timeliness, and resolving unique organizational support and concerns effectively.
- Verified and assisted in incoming shipments and prepared inventory reports as the organizational guidelines.
- Improved organizational performance by conducting major problem reviews, escalating issues to higher expertise levels with necessary.
- Assisted in managing change requests through established procedures and executing approved changes to the network.
- Increased the efficiency and effectiveness of the problem management process within the organization for improved working conditions.
- Submitted change request to change management to eliminate known problems and managed the lifecycle of all the problems.
- Documented the security breaches and measure the damage caused.
- Installed software like firewalls and essential data encryption programs to safeguard organization's vital data.
- Ensured the company up-to-date about the latest security trends.
- Prepared documentation about the security breaches and the damage they would cause at the company.
- Suggested security enhancement methods to the organization management and the IT staff.
- Implemented both internal and external security audits.
- Analyzed the security issues thoroughly to identify the root cause of incidents within the company.
- Verified whether the third-party vendors meet security requirements or not.
- Provided guidance to amateur computer users when they want to know about security procedures.
- Researched about the newest security technology that best suits to safeguard the organization from external threats.

- Created a disaster recovery plan, which is an essential procedure to be followed by every employee during an emergency which included data transfer to other locations and restoring IT functioning immediately after a disaster.

IT SUPPORT INTERN – NATIONAL HOSPITAL INSURANCE FUND

Jan 2022 – June 2022

- Applied diverse skillset, impeccable analytical nature, and a capacity to identify, evaluate, and understand the project's needs and provide an immediate response to technical challenges.
- Maintained Local Area Network components and ensuring optimal functionality and access to internet within the organization.
- Developed and maintained IT policies and procedures to ensure compliance and operational consistency.
- Provided first-line technical support to employees, resolving IT related issues promptly to enable successful running of the organization.
- Provided customer service through front-desk and resolved clients concerns efficiently.
- Assisted staff in troubleshooting and technical support with the organization.
- Interacted with insured person(s), responded to special requests and complains quickly.
- Trained on safe handling procedures and proper care of sensitive ICT assets from unauthorized access.
- Did hospital bed checks at various facilities to check on how the e-claim system works for various facilities.
- Managed and coordinated the identification and recording of IT problems and taking action immediately for continued delivery of services.
- Installed software (qv-term) at the organization for improved organizational functionalities.

EDUCATION

2021 – 2023 **THE KISUMU NATIONAL POLYTECHNIC**

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

2016 – 2019 **OMBEYI SECONDARY SCHOOL**

KENYA CERTIFICATE OF SECONDARY EDUCATION

PROFFESIONAL QUALIFICATIONS

2023 – 2023 **ALISON TRAINING SCHOOL**

CERTIFICATE IN COMPUTER NETWORKING

2023 -2023 **COURSERA TRAINING**

CERTIFICATE IN MANAGING SECURITY RISKS

CERTIFICATE IN NETWORKS AND NETWORK SECURITY

REFERENCES

Available on request.