GEORGE OTIENO OWINO

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PROFILE STATEMENT

Dedicated and results-driven IT professional with a proven track record in configuring and setting up accounts for seamless integrations, collaborating effectively with different IT teams to enhance employee experience. Adept at implementing cleanup procedures for departing employees, aligning with security and employee experience policies to ensure a secure and compliant work environment. Experienced in the provision and management of systems accounts, conducting thorough reviews in accordance with the account review policy. Proficient in monitoring systems per the outlined policies, providing essential support to stakeholders and ensuring smooth operation of various cloud systems. Skilled in handling IT equipment shipments, maintaining accurate inventory, ensuring compliance with software licensing requirements. Proven ability to manage user accounts, troubleshoot internal networks and overseeing local IT infrastructure within office premises. Seeking to leverage these comprehensive skills set to contribute significantly to IT operations while upholding the highest standards of security and ethical conduct, conducting performance reviews, overseeing day-today operations, and ensuring and resolving work-related issues effectively.

EXPERIENCE

JAN 2023 – MAY 2023
NYANZA REPRODUCTIVE HEALTH SOCIETY

IT SUPPORT INTERN

- Help desk and technical support; provided and resolved work related problems promptly and effective technical support to end-users, troubleshooting hardware and software issues, and ensured quick issue resolutions to allow for normal operations within the organization fostering a positive work environment.

- Designed and deployed scalable network architectures within the organization and ensured that departmental security processes and procedures are followed and adhered to hence making everything move freely.

- Data management and backup; established data management protocols, performed data backups, and implementing disaster recovery strategies to safeguard critical data and following guidelines set out by corporate security policies and standards.

- Project management; led IT projects from inception to completion including defining project scope, creating timeliness, allocating resources, and managing project teams.

- Server deployment and management; installed, configured, and managed servers to host applications, database and services, while ensuring optimal performance, security and reliability.

- Network infrastructure setup and maintenance; designed, configured, and maintained the organizations network (LAN) infrastructure, ensuring smooth connectivity and data flow between devices and efficient access to the internet.

- Cybersecurity measures; implemented comprehensive security measures, including firewalls, encryption, intrusion detection systems and regular security audits to protect the organizations digital assets and protecting the sensitivity of confidential data.

- Software development and maintenance; developed, tested and deployed software applications that cater to specific business needs of the organization and providing ongoing maintenance and updates.

- Vendor management; engaged with external technology vendors, negotiated contracts, and overseeing the procurement of hardware, software and IT services and proactively requisitioned materials and supplies to sustain operational efficiency

- Training and Knowledge sharing; conducted training sessions for employees to enhance their technical skills, as well as sharing knowledge with colleagues through workshops according to organization policies.

- IT policies and procedures; developed and maintained IT policies, procedures, and documentation to ensure compliance, security monitoring as outlined in the organizational policies, and operational consistency.

- Conducted regular performance reviews for team members, providing constructive feedback and facilitating professional growth.

- Performed daily duties alongside supervised workers to understand workflow intricacies and maintain a hands-on approach.

- Cleaned up accounts for people leaving NRHS in conjunction with NRHS IT team and policies.

- Coordinated, assigned, and reviewed work to optimize productivity and meet organizational goals by preparing and submitting progress reports, providing insights into team achievements and challenges.

- Ensured the smooth operation of computer systems, equipment, and machinery, arranging necessary maintenance and repairs into their correct places.

- Established work schedules and procedures, coordinating activities with other departments for seamless workflow.

- Configured and set up accounts for new employees to allow them to access the organizations services and ensured data protection is enhanced and adhered to.

JAN 2022 – JUNE 2022

NATIONAL HOSPITAL INSUARANCE FUND

IT SUPPORT INTERN

- Electronic health records management; ensured efficient management and security of electronic health records, including access control, data integrity and compliance with privacy regulations.
- Telemedicine solutions; developed and maintained platforms for telemedicine services, enabling remote consultations about how the NHIF systems works.
- Data security and privacy; assisted in implementing robust cybersecurity measures and ensuring that contracted facilities comply with health regulations to safeguard sensitive information.
- Claims processing systems; assisted in maintaining systems that handle claims processing, ensuring accuracy, efficiency and adherence to industry standards.
- IT compliance; ensured that the organizations IT practices adhered to relevant regulations, standards, and guidelines specific to the healthcare and insurance industries.
- Network infrastructure setup and maintenance; designed, configured, and maintained the company's network infrastructure, ensuring smooth connectivity and data flow between devices.
- Managed electronic health record systems, configuring user access, implementing updates and troubleshooting issues to allow easy running of the organization.
- Training and Knowledge sharing; conducted training sessions for contracted facilities on how the NHIF system claims works to enhance their technical skills, as well as sharing knowledge with colleagues through workshops.

EDUCATION

JAN 2021 – NOV 2023
THE KISUMU NATIONAL POLYTECHNIC, KENYA

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

JAN 2016- NOV 2019
OMBEYI SECONDARY SCHOOL, KENYA

KENYA CERTIFICATE OF SECONDARY EDUCATION.

2008- 2015
RARIEDA KALOO PRIMARY SCHOOL, KENYA

KENYA CERTIFICATE OF PRIMARY EDUCATION

PROFFESIONAL QUALIFICATIONS
2023 - 2023
ALISON TRAINING SCHOOL, KENYA

CERTIFICATE IN COMPUTER NETWORKING
2023 - 2023
COURSERA SCHOOL, GOOGLE

ACHIEVED CERTIFICATE IN FOUNDATIONS IN CYBERSECURITY
ARCHEVED CERTIFICATE IN MANAGING SECURITY RISKS

SYSTEM, SKILLS AND COMPETENCIES

SYSTEM:
- SQL
- HTML
- C++
- PHP
- JavaScript.

SKILLS:
- Workflow coordination.
- Design pattern analysis.
- Agile methodologies.

COMPETENCIES

- Attention to detail.
- Analytical thinking.
- Problem solving.
- Training and Development
- Problem Resolution
- Supply Chain Management
- Report Preparation

REFERENCES

Available on request.