

KEVIN WAFULA

0741124187 . wafulakevin070@gmail.com . <https://www.linkedin.com/in/kevin-wafula-021145205/> . NAIROBI, KENYA

SUMMARY

Experienced ICT Officer with strong expertise in managing and supporting IT infrastructure, including system administration, network management, and cybersecurity. Proficient in Windows/Linux environments, cloud computing, and database management. Skilled in troubleshooting hardware and software issues, ensuring data security, and optimizing network performance. Adept at implementing IT solutions that enhance organizational efficiency and productivity. Excellent communication and teamwork skills, with a commitment to staying current with emerging technologies and industry best practices.

PROFESSIONAL EXPERIENCE

ICT OFFICER INTERNSHIP

APRIL 2024 -

MINISTRY OF EDUCATION

- Managed and updated antivirus software, created and managed user accounts, and monitored network and system performance.
- Provided technical support remotely across MOE offices, handled user queries, and conducted preventive maintenance on ICT equipment.
- Escalated complex issues to appropriate IT staff and tracked resolutions, ensuring effective communication and job completion.
- Maintained an incident directory, responded to user requests according to ICT policy, and troubleshoot software problems, escalating when necessary.

TECH SUPPORT/ICT OFFICER

JUNE 2022 - SEPT 2022

IEBC(Independent Electoral and Boundaries Commission)

KITALE , KENYA

- Provided technical support and maintenance for KIEMS (Kenya Integrated Election Management System) and other voting technologies during electoral processes.
- Conducted training sessions for IEBC staff on the usage and operation of KIEMS its, ensuring smooth functioning during elections.
- Engaged in data entry and verification tasks to maintain accurate electoral records.

ICT OFFICER INTERN

MAY 2021 - AUG 2021

NHIF(NATIONAL HEALTH INSURANCE FUND)

KILIFI,KENYA

- Managed and maintained the customer database, ensuring data accuracy and completeness.
- Enhanced data security and privacy, protecting sensitive client information.
- Updated biometric details to improve operational efficiency.
- Assisted with hardware and software configuration, and provided technical support.
- Monitored network performance, conducted backups, and supported IT policy development.

EDUCATION

PWANI UNIVERSITY

MAY 2022

Bachelor of science in Computer Science

KILIFI, KENYA

SKILLS

System Administration | Windows/Linux Environments | Troubleshooting Hardware and Software Issues
Network Management | Cloud Computing | Implementation of IT Solutions
Cybersecurity | Database Management | Communication and Teamwork Skills
IT Infrastructure Optimization | Data Security | Knowledge of Emerging Technologies and Best Practices

REFEREES

FLORENCE NYONGESA

SUB-COUNTY DIRECTOR OF EDUCATION

0701373090

nyongesaflo@gmail.com

EVANS OSORO

ASSISTANT BRANCH MANAGER

0720800565

osoroevans@gmail.com

TERESA WANYONYI

ASSISTANT SCDE

0720223473

wanyonyiteresa@gmail.com