HENRY **NDAGA**

ICT PROFESSIONAL

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PROFILE SUMMARY

A skilled Technical Support Officer with a strong foundation in providing comprehensive technical support and innovative solutions to ensure smooth IT operations. Adept at troubleshooting hardware, software, and network issues, ensuring system reliability, and maintaining high levels of user satisfaction. Proficient in leveraging programming skills to automate processes, customize applications, and develop tools that enhance productivity and efficiency.

EXPERIENCE

2022 - 2025
Cold Springs Hotels Ltd.
ICT Officer

- Oversaw the hotel's network infrastructure to ensure reliable and secure connectivity, troubleshooting network issues and implementing necessary improvements.
- Managed servers, databases, and other IT systems to ensure seamless operations as well as implementing backups and recovery procedures to safeguard data.
- Provided technical support for computer hardware, software, and peripherals used in the hotel.
- Implemented and maintained security measures to protect the hotel's IT assets from cyber threats as well as conducting regular security audits and ensuring compliance with data protection regulations.
- Recommended and procured hardware and software solutions that align with the hotel's needs and budget and collaborates with IT vendors to ensure timely support and maintenance of systems.
- Developed and executed hardware and software upgrades, IT policies and maintaining documentation related to IT systems and configurations.
- Worked closely with other departments to understand their technology needs and implement solutions accordingly.

2021 - 2022
Siaya County Club Hotel Ltd
Junior IT Officer

- Provided hands-on technical support to hotel staff and guests for hardware, software, and network-related issues.
- Diagnosed and resolved IT problems promptly to minimize disruptions to hotel operations.
- Assisted in the creation, modification, and deletion of user accounts, as well as managing access permissions.
- Maintained inventory of IT assets, documentation of IT processes, troubleshooting procedures, and maintaining an updated knowledge base.
- Deployed software updates and patches to ensure system security and performance.

EDUCATION

2018 - 2024 | Zetech University
Diploma In Business Information Technology

2018 - 2020 | Cisco Networking Academy
Cisco Certified Network Associate

2023 - 2023 | International Cyber Security Institute
Certified Network Security Specialist

TECHNICAL SUPPORT SKILLS

- Hardware Proficiency: Setting up and configuring computers, printers and scanners. Performing hardware repairs and component upgrades, as well as conducting regular maintenance.
- Software Knowledge: Installing, configuring and updating various operating systems and productivity software.
- Networking Skills: Configuring and managing LAN/WAN, DHCP settings, and ensuring optimal SSID setup. Troubleshooting connectivity issues, and optimizing network performance, and ensuring network security monitoring is in place.

2020 - 2020
Wifi-Yetu Enterprise
Wireless Network Technician

- Installed and configured wireless network equipment, including routers, access points and antennas, diagnosed and resolved wireless network issues, ensuring optimal performance and reliability.
- Conducted site surveys to determine the most effective placement of wireless infrastructure for optimal coverage and performance.
- Optimized wireless networks for maximum efficiency, considering factors such as bandwidth, signal strength and interference.
- Implemented and maintained wireless protocols, including encryption and access controls.
- Performed routine maintenance tasks and upgrades to ensure the wireless network's functionality and security.
- Provided technical support to end-users and clients experiencing wireless network issues.

2020 - 2020
Coretec Solutions Africa
Systems and Network Administrator Intern

- Assisted the Systems and Network Administrator in supporting server applications and operating systems - Microsoft Dynamics 365 Business Central (Formerly Dynamics Navision) and both Windows and Linux Servers.
- Managed Microsoft Exchange Online and Office 365 setup.
- Provided helpdesk assistance in resolving software, hardware and network related problems and configured computers for new users.
- Set up test environments and trained clients during on-premise training.
- Managed Inventory of software licenses, software applications, hardware components and IT supplies.
- Coordinated with the Systems and Network Administrator to set user access, permissions and roles to prevent unauthorized access through Active Directory Domain Services.

REFERENCE

Aloice Ochieng
Cold Springs Hotels Ltd.
ICT Manager

Phone: 0708358099

Brian Ochieng
Coretec Solutions Africa.
Systems Administrator

Phone: 071124 9293

James Odero
Cold Springs Hotels Ltd.
Human Resources Officer

Phone: 0702396735

William Ololo
Siaya County Club Hotel Ltd.
Director

Phone: 0722747607

- Security Fundamentals: Implementing and managing antivirus solutions, firewalls, and other security measures. Ensuring data security and conducting regular system audits to identify potential vunerabilities.
- Database Management: Performing database maintenance tasks, ensuring efficient database operation. Securing databases and performing regular backups and data recovery tasks.
- Troubleshooting Methodology: Applying a structured approach to problem-solving, from software glitches to hardware failures. Documenting troubleshooting processes and solutions for future reference. Utilizing system troubleshooting skills to resolve issues and solutions for future reference.
- Help Desk Software Proficiency: Utilizing IT helpdesk software like Zoho Desk, Freshservice and SysAid to manage support tickets. Documenting technical issues and resolution, identifying common trends, and underlying problems. Training end-users on proper us of hardware and software, ensuring clear communication and understanding.

TECHNICAL SKILLS

- Programming Languages: Python, JavaScript, C#
- Frameworks: Django, React, ASP.Net
- Databases: MySQL, Oracle SQL, Microsoft SQL Server.
- Version Control: Git
- Cloud Platforms: Microsoft Azure, Oracle Cloud Infrastructure.
- Development Tools: PyCharm, Microsoft Visual Studio, Visual Studio Code.
- Testing Frameworks: JUnit, Pytest.

SOFT SKILLS

- Excellent communication skills.
- Strong problem-solving abilities.
- Ability to work independently and as part of a team.
- Customer-centric approach.
- Attention to detail