

CURRICULUM VITAE

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Location: Nairobi, Kenya

Portfolio: [John Otieno portfolio](#)

John Vernest Omondi Otieno

ABOUT

I am a dedicated and poised IT specialist with 2+ years of experience in maintaining and optimizing IT infrastructures in alignment with organizational standards and policies. My specialties include implementing IT support solutions that minimize downtime and optimize performance, managing system networks, collaborating in functional teams to solve complex technical problems, and providing solutions to innovative ideas.

EDUCATION

1/2017 – 4/2020	KCSE Certificate , Nyabondo Boys High School – Kisumu County
9/2021 – 7/2025	Bachelor of Science in IT , Africa International University – Nairobi County
8/2024 – 7/2025	Software Engineering , Power Learn Project – Nairobi County

SKILLS

Technical Skills	Organization Skills	Soft Skills
<ul style="list-style-type: none">• Software Development (SDLC)• Troubleshooting Software• Installing Software• Troubleshooting Hardware• Computer Hardware Repair• LAN/WAN Connection• MS Office Installation• Antivirus Installation• Printer Configuration• Cloud Infrastructure	<ul style="list-style-type: none">• ERP Asset Management• Remote Desktop Support• Microsoft Office Operation• Technical Writing• Presenting Report• Data Security• Data Entry• Data Storage & Backup• Virtual Communication• Projector Display	<ul style="list-style-type: none">• Teamwork & Collaboration• Time Management• Problem-solving Skills• Communication Skills• Adaptability & Flexibility• Leadership and Initiative• Critical Thinking• Decision Making• Working Under Pressure• Multi-tasking

EXPERIENCE

5/2024 – 8/2024	ICT Support , Kenya National Highway Authority – Kisumu County
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Duties

- Diagnosing computer hardware failure and providing quick solutions for a smooth operation.
- Performing regular data backups and synchronization using cloud platforms like Google Drive and Microsoft OneDrive.
- Adhering to cybersecurity hygiene by implementing secure password protocols.
- Providing end-user support and daily operational management within the company's ERP system, including reporting and process monitoring.
- Troubleshooting and installation of Windows Operating System

9/2024 – 4/2025

ICT Consultant, Africa International University – Nairobi County

Duties

- I offered technical support and guidance to faculty staff and students for website navigation, login issues, and content accessibility.
- Managed the registration and tracking of Universities borrowed ICT equipment, ensuring accountability and on-time returns.
- Performed regular checkups and maintenance of the Universities computer laboratory to ensure optimal functionality for learners.
- Configuring IP Address to Connect Remote Computers, Printers & Networking Devices.
- Lead the University's IT club in developing Zenden, a scalable learning system designed to facilitate class group work coordination.

1/2025 – Present

Developer, Green Future Society - Remote

Duties

- Developing an innovative digital platform aimed at enhancing environmental awareness and promoting sustainable practices. The system targets youth's involvement in climate change actions, empowerment of women and marginalized groups.
- Conducting comprehensive requirement gathering from stakeholders, environmental experts and end-users to define the functional and non-functional needs of the system.

REFERENCES

Rose Oyoo Founder Green Future Society

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