

ONDICHO SIMEON NYAKINA

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SUMMARY

- Proactive IT specialist with comprehensive experience in systems administration, network security, and technical support.
- Excels in maintaining high-availability infrastructure and implementing robust security controls; particularly skilled at troubleshooting complex hardware and software issues.
- Proven ability in analyzing user requirements to develop effective technical solutions and train end-users on system protocols.

EDUCATION

Meru University of Science and Technology – Meru, Kenya
Bachelor of Science, Computer Science

September 2016 – October 2020

WORK EXPERIENCE

Technical Support

April 2023 - Present

Ahadi Corporation – Nairobi, Kenya

- Proactively monitored and maintained network infrastructure, ensuring 99.9% availability and performing rapid troubleshooting to resolve outages, often before end-users were impacted.
- Delivered personalized technical support and help desk services to 500+ end-users, consistently achieving a 98% issue resolution rate.
- Complex Problem-Solving: Diagnosed and resolved intricate technical issues by systematically analyzing system behaviors and log files, often identifying root causes before they escalated into widespread user problems.
- API Troubleshooting: Utilized Postman to proactively test, debug, and validate API endpoints, reducing issue resolution time for integration-related support tickets by an estimated 30%.
- User Support & Communication: Delivered clear and empathetic technical support, simplifying complex explanations for diverse users and consistently achieving high customer satisfaction scores.
- Leadership & Process Improvement: Mentored junior team members on troubleshooting methodologies and contributed to the knowledge base, improving the team's first-contact resolution rate.

Customer Support Specialist

June 2021 - March 2023

Majorel Kenya – Nairobi, Kenya

- Managed high volumes of customer inquiries through phone, email, and ticketing systems, ensuring prompt and accurate resolutions.
- Calmed frustrated customers by listening patiently and providing professional, effective solutions.
- Built trust by providing personalized support through active listening and clear, empathetic communication.
- Supported the training of new team members by sharing best practices and company protocols.
- Documented and reported customer feedback to help identify opportunities for product and process improvements.
- Assisted with billing inquiries, account reviews, and security concerns by thoroughly investigating customer accounts.

IT Support Specialist

November 2020 - June 2021

Ministry of East African Community – Nairobi, Kenya

- Troubleshoot and resolved a wide range of IT issues, including computer network connectivity, IP configuration, and software functionality for ministry staff.
- Performed critical network operations to ensure secure and reliable system access and connectivity for all users.
- Executed routine system administration, including preventive and corrective maintenance, to minimize downtime and ensure optimal performance.
- Managed the full lifecycle of software, including installation, uninstallation, upgrading, and configuration on user workstations.
- Responded promptly to staff inquiries, providing clear guidance on application usage and resolving technical requests in a timely manner.
- Monitored system health to identify situations requiring urgent attention, escalating critical issues to senior engineers as appropriate.

SKILLS

Technical Skills and Soft skills.

- **Data Analysis & Visualization:** Proficient in SQL for data querying and Power BI for creating dashboards to analyze support trends, ticket volume, and team performance.
 - **Monitoring & Data Visualization:** Proficient in using Grafana and InfluxDB to create monitoring dashboards, visualize system metrics, and troubleshoot performance issues in real-time.
 - **API Troubleshooting & Testing:** Experienced in using Postman for debugging, testing endpoints, and investigating integration failures.
 - **Log Analysis & Scripting:** Ability to read and interpret system log files to identify root causes. Knowledge of basic scripting (e.g., Bash, Python) for task automation.
 - **Systems Troubleshooting:** Proven ability to diagnose and resolve complex technical issues across software and network infrastructures.
 - Customer-Centric Technical Support
 - Clear & Empathetic Communication
 - Technical Simplification & User Education
 - Active Listening & Patient Problem-Solving
 - Process Improvement & Documentation
 - Team Leadership & Mentoring
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REFEREES

Technical Support

Ahadi Corporation

Mr. Meshack Maingi

Tel: 0729599885

Email: meshackmaingi96@gmail.com

Mr. Jacob K Yego – PICTO

Ministry of East African Community and Regional Development

TEL: 0721 835352

Email: yegojk@gmail.com

Technical Application Support

Mr. Japheth Atuya Ongere

Tel: 0711 575989

Email: ongerejapheth@gmail.com

LANGUAGES

Kiswahili - Native

English - Expert
