

## **CURRICULUM VITAE**

### **PERSONAL INFORMATION**

**Surname(s)/first name(s):** Obare Nyaechi Naom

**Telephone(s):**0791185814

**D.O.B:** 31<sup>ST</sup> AUGUST 1999

**Address(s):**P. O BOX 123-20200, Kericho.

**Email:** naominyaechi@gmail.com

**ID Number:**36760544

**Religion:** Christian

**Languages:** English: Excellent Command

Kiswahili: Excellent Command

**Gender:** Female

**Nationality:** Kenyan

### **CAREER OBJECTIVES**

1. To engage in a challenging environment that brings out the best in me as a team player in terms of management, leadership and career progress
2. To work in situations calling for creativity, decision making, and achieving targets
3. To be the best in my profession and to deliver quality service to the institution and society at large

## **EDUCATION AND TRAINING**

2017- 2021: KENYA HIGHLANDS UNIVERSITY.

Bachelor Of Business Information Technology (BBIT)

Second Class Upper Division

2013-2016: SIRONGA GIRLS HIGH SCHOOL

Kenya Certificate of Secondary Education

KCSE Grade: B-

2004-2012: GESWESWE S.A PRIMARY SCHOOL

Kenya Certificate of Primary Education

KCPE Grade: 371 out of 500 marks

## **WORK EXPERIENCE:**

### **EQUITY BANK KENYA**

*SEPTEMBER 2023-PRESENT*

### **DIGITAL OPERATIONS -OFFICER INTERNAL CONTROLS**

#### **DUTIES CARRIED OUT:**

1. Identifying risks
2. Assessing control procedures
3. Monitoring compliance with policies and regulations
4. Conduct risk assessments and internal control reviews to identify areas of potential risk, fraud, or non-compliance.

5. Check and handle risks by finding them in the organisation and reducing them with controls.
6. Track and enforce laws, regulations, and standards.

### *SEPTEMBER 2022-AUGUST 2023*

#### **EQUITY BANK KENYA**

#### **EGF-MONITORING AND EVALUATION INTERN**

1. Uploading customer data to the system, monitoring and evaluating the information.
2. Establishing contact with customers to know how they are progressing in business; challenges they face and how they manage themselves.
3. Facilitating in organizing business training for customers
4. Facilitating entrepreneurship development, financial education and digital literacy for customers

### *OCTOBER 2021-SEPTEMBER 2022*

#### **SPRINKVILLE NETWORKS LIMITED**

#### **(INTERNSHIP)**

#### **DUTIES CARRIED OUT:**

1. Working at the customer support desk, answering calls and e-mails regarding the computer network or communication systems.
2. Provide Level 2 and Level 3 support to regional field teams on phone to sort network faults within the set SLAs.
3. Troubleshooting network hardware and software applications, IP Phones, and security systems to resolve operational issues and restore services.
4. Keeping track of the signal strength of the whole Network.

5. Configuring, managing, and implementing various operating systems
6. Maintaining Network Security through the proper configuration.
7. Install, resolve, and repair Fiber Optic Cables and organize scheduled maintenance routines.
8. Install, configure, and maintain various types of hardware and software and monitor servers' performance.
9. Generating tickets of issues raised by customers and dispatching them to the relevant technicians to resolve them.
10. Creating accounts for new customers and maintaining the existing customers
11. . Set up and maintain the LAN/WAN and its associated components (switches, structured cabling, power provisioning).
12. Creating and changing customers' passwords upon requisition
13. Ensuring that technology is used, managed and supported according to the company's standards, policies, and procedures.
14. Reconciliation of routers and accounting for the materials used for installation and relocation i.e., routers, connectors, cable ties, etc

*MARCH 2021-JUNE 2021*

**ADRIAN KENYA LIMITED**

**FIBER TO THE HOME (FTTH) DEPARTMENT**

**(ATTACHMENT)**

**DUTIES CARRIED OUT:**

1. Data entry

2. Dispatching and resolving various tickets raised by customers
3. Reconciliation of routers and materials utilized by technicians
4. Sending end-of-the-day report to the relevant people i.e. The numbers of sites closed, pending sites, routers utilized, etc.
5. Running the BMC remedy system and FTTH tracker to check the errors
6. Keeping the system up to date
7. Giving an account of the materials used by technicians

*JAN 2017-MAY 2017*

**VOLUNTEER (MENTOR) -SIRONGA GIRLS' HIGH SCHOOL**

1. Motivating the students and guiding them on how they will excel in their studies.
2. Acting as a direct contact between the students and the teachers
3. Establishing the challenges that teachers and the students face and looking for the best intervention.
4. I also served as the principal's assistant secretary.

**SKILLS**

1. Customer Relations
2. Troubleshooting Local Area Network issues.
3. Network repairs and maintenance.
4. Oral and written communication.
5. Hardware and Infrastructure setup.
6. Analysis and Critical thinking

**PERSONAL INTERESTS**

1. Reading motivational books
2. Playing music instruments
3. Playing volleyball
4. Playing computer games

### **PERSONAL ATTRIBUTES**

1. Excellent communication skills
2. Self-motivated and ability to motivate others
3. Creative, innovative and fast learner
4. Cautious and always punctual
5. A believer in personal advancement and development
6. Embraces teamwork as a key to efficient service industry

### **REFEREES**

1.Mr. Joseph Koech

2.Mr. Robinson Mireri (BGDM Equity Bank)

Tel.0722278157/0763278157

(ICT DIRECTOR)

Kenya Highlands University

Tel. 0725-103-113