

BENARD ODERO

Contact Information

✉ benardodero21@gmail.com

in [linkedin.com/in/odero/](https://www.linkedin.com/in/odero/)

🌐 [My Portfolio](#)

☎ +254 728 005 323

📍 **NAIROBI, KENYA**

Hard Skills

- Network installation expertise, including wired and wireless systems, with skills in simulation and monitoring.
- Hardware and software lifecycle management.
- Advanced proficiency in Microsoft Office Suite and Google Workspace.
- Licensed driver with Class B (both automatic and manual) and Operator Class G4.

Soft Skills

- Critical Thinking
- Problem Solving
- Communication Skills
- Leadership & Team work

Education

- NYS Engineering Institute
Diploma in ICT
Completed 2024
- Bujumba Boys High School
KCSE, Scored C (Plain)
Completed 2016
- Burumba Primary School
KCPE, Scored 349
Completed 2012

CAREER OBJECTIVE

To leave an intelligible mark in business, institutions, and technology acumen regionally and internationally in personality and performance.

PERSONAL PROFILE & TRAINING

I am a confident IT professional with a proven track record in managing networks and IT infrastructure. I can troubleshoot hardware and software issues and deploy innovative solutions to enhance efficiency. I have excellent interpersonal skills that enable me to interact with many clients.

In the year 2020 November, 20th, I joined **National Youth Service (NYS)** as a Serviceman for the initial Paramilitary Training for six months, which covered the following disciplines:

- a) Survival skills
- b) Foot drills and Duties
- c) Firefighting
- d) First Aid
- e) National Youth Service Act
- f) Physical Training
- g) Counter Terrorism
- h) Disaster Management
- i) Public relations and communications
- j) Guidance and Counselling

In the year 2021 April 29th: Took part in a six-month plan Taekwondo Basic Skills Course, Grade Test **YELLOWBELT** held at NYS Gilgil Training College.

January 2025

COMMUNITY DIGITAL CHAMPION - CDC TRAINING (KICTANET)

- ✓ B201 Digital Devices in a Digital Workspace
- ✓ B202 Skills in Basic Productivity Tools
- ✓ B203 Communication and Collaboration
- ✓ B204 Accessing Government Services & Youth Opportunities
- ✓ B205 Basic Video Production and Editing
- ✓ B206 Learning Online
- ✓ B207 Basic Online Work Skills
- ✓ B208 Online Business & Digital Entrepreneurship
- ✓ B209 Cyber Hygiene for Workers
- ✓ B210 Basic E-Waste Management
- ✓ B211 Soft, Life, and Leadership Skills
- ✓ B212 Mental Health

PROFESSIONAL EXPERIENCE

Freelance Computer Systems troubleshooting

2020– Present

Key Tasks:

- Disk management - optimization, partitioning, formatting, and recovery.
- Installing Windows operating system.
- Installing a wide range of computer software.
- Malware and virus removal.
- IT Consultation.

National Transport and Safety Authority – NTSA (316 Chambers - Nairobi)

JAN, 2024 – APRIL, 2024

ROLE: Information Communication Technology (ICT) Support Staff

- IT User Support
- Network setup, Administration and Configuration
- Computers System upgrade, repair, maintenance, and software installations
- Training New Users on existing systems.
- Data and Documents Management
- Installation and setting up applications for online meetings

State Department of East African Commission – MEAC (Cooperative House - Nairobi)

DEC, 2023– JAN, 2024

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State Department for immigration and citizen services (Nyayo House - Nairobi)

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OTHER EXPERIENCE

National Youth Service (Mechanical and Transport Branch)

2021 - 2022

ROLE: General National Service

- Crowd control
- Security Guard and other related duties
- Office Assistance

Airtel Network, RAO Agencies – Busia Branch

2018 - 2020

ROLE: DSA – Distribution Sales Agent

- Stock order and activation (Scratch cards)
- Organize morning routine and work plan for other DSAs
- Stock Issue
- Customer Credit Distributions.
- Stock receipt and sales analysis
- Cash receipt and banking.

Greenlight Planet Limited (Sunking Solar) – Busia Branch

2017 - 2018

ROLE: Shop Attendant

- Stock receipt and tracking
- Product sales, Activation, and replacement
- Monthly product report

AWARDS

Received a certification for completing the Basic Digital Skills training offered by KICTANet in collaboration with the Ministry of ICT together with the UK International Development.

Received a certificate of Recognition from Bujumba Boys High School for serving on the prefect board as Head Student in the year 2015/2016.

Received a congratulatory Merit Certificate from **GREENLIGHT PLANET LIMITED** as the best performing **ENERGY OFFICER (EO)** in the year 2017.

In the year 2021 April 29th: I received a Certificate of Merit from **KENYA TAEKWONDO FEDERATION** for having completed the Grade Test and attained **YELLOWBELT** in six months plan Taekwondo Basic Skills Course at NYS Gilgil Training College.

Certificate of appreciation awarded in the year 2023 from Personal Identification Secure Comparison and Evaluation System (PISCES) for server installations and administration assistance.

AVAILABILITY AND SALARY

I am immediately available and ready to work with you at your existing salary scale or on negotiable terms.

REFERENCES

June Irungu, (Ms)

Principal ICT Officer

National Transport & Safety Authority, headquarters

316 Upper Hill Chambers, 2nd Ngong Avenue,

P.O Box 3602 -00506,

Nairobi, Kenya.

Email: june.irungu@ntsa.go.ke

Tel: +254 733 542523

Catherine Mwithiga, (Ms).

Ass. Director, HR

State Department for Immigration and

Citizen Services

(Nyayo House – Nairobi)

P.O Box 30191 -00100

Nairobi, Kenya

Tel: 0722288915

Email: cerere332012@gmail.com

Luke Ngowe, (NYS, ASP)

Deputy Principal,

National Youth Service Driving School

Mechanical & Transport Branch

Driving School

P.O Box 30397 - 00100

Nairobi, Kenya

Tel: 0723426861

Email: lukengowe@gmail.com