

## Curriculum Vitae

# Walter Oke Oteku

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### PROFILE:

I am a competent graduate with excellent ability to communicate and relate with people of all backgrounds and at all levels.

**NAME :**

WALTER OKE OTEKU.

**DATE OF BIRTH:**

20-JUN-1997.

**GENDER:**

MALE.

**MARITAL STATUS:**

SINGLE

**RELIGION:**

CHRISTIAN.

**PROFESSION:**

BUSINESS AND INFORMATION TECHNOLOGY EXPERT.

**NATIONALITY:**

KENYAN.

**ADDRESS:**

TECHSAVANNA TECHNOLOGY LIMITED.

10306-00100, NAIROBI – KENYA.

**MOBILE:**

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**EMAIL:**

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ACADEMIC BACKGROUND PERIOD	DESCRIPTION
<b>October 26<sup>th</sup> 2022:</b>	<p><b>Perfect Productivity.</b>(How to Achieve Any Goal). Lectera.</p> <p><b>CPA Marketing.</b>(An Effective Model for Making Money Online). Lectera.</p> <p><b>Conflict Management.</b>(How to Create Positive Atmosphere in the Team). Lectera.</p> <p><b>Financial Awareness.</b>(Basic Tools of Capital Increase). Lectera.</p> <p><b>Professional Speaker.</b> (Read People-Win Without a Fight). Lectera.</p> <p><b>Active Sales.</b>(Viable Client Interaction Techniques). Lectera.</p> <p><b>Personal Book-keeping.</b>(Effective Tools). Lectera.</p> <p><b>Stress Management Techniques.</b>(Improving Your Life). Lectera.</p> <p><b>Career Start for a student.</b>(Impress the Boss). Lectera.</p> <p><b>Say No to your Fears.</b>(New Life and New Results). Lectera.</p> <p><b>Kung-Fu Recruiting.</b>(Leap into Network Marketing). Lectera.</p> <p><b>I am opening a Retail Store.</b>(From Concept to Business Development). Lectera.</p>
<b>October 18<sup>th</sup> 2022 to 5<sup>th</sup> 2023:</b>	<p><b>Finding your Dream Job.</b>(A Complete Guide to Getting Hired). Lectera.</p> <p><b>Fundamental of Quality Standards.</b>(The CPD Certification Service). Alison.</p> <p><b>Business Administration-Communication and Planning.</b> (The CPD Certification service). Alison.</p> <p><b>Total Productive Maintenance(TPM) for Production and Quality Systems.</b> (The CPD Certification Service). Alison.</p> <p><b>Introduction to Software Testing.</b> (The CPD Certification). Alison.</p>
<b>October 12<sup>th</sup> 2022:</b>	<p><b>Problem Solving and Computational Thinking.</b>(Coursera). University of Michigan.</p>
<b>September 28<sup>th</sup> 2022:</b>	<p><b>Google Digital Skills for Africa.</b>(Fundamentals of Digital Marketing). Google Africa.</p>
<b>April 2016 to December 2020:</b>	<p><b>Bachelor of Business Information Technology.</b> (Business Intelligence). Strathmore University.</p>
<b>March 2011 to November 2015:</b>	<p><b>Kenya Certificate of Secondary Education (B+).</b> Maseno High School.</p>

**January 2004 to November 2010:**

**Kenya Certificate of Primary Education** (310 marks). Ndere Boys Boarding Primary School.

**PROFESSIONAL  
HISTORY  
PERIOD**

**DESCRIPTION**

**August 2020 to Currently:**

**User support/Software Quality Assurance(Contract)** at Techsavanna Technology Limited. Provide technical support and guidance to resolve user computer problems.

Communicate with users to assess the scope of the problem and determine what, if, any resolution steps have been performed.

Ensure system integrity, security and availability.

Maintain knowledge of technical innovative, trends and best practise make reconnection for new software and hardware.

Draft and revise user training manual.

Maintain logs of support services provided in the ticketing system.

Cordinate service/replacement of defective products from vendors and manufacturers.

Develop training materials and/ provide training to computer users as requested.

Apply knowledge of computer software and hardware to assist users in resolving problems.

Install or assist with installation and set-up of new hardware and software and peripheral equipment.

Perform system backups.

Resolving problems that can be resolved by reading documentation.

Configure Local Area Network and Wide Area Network.

Answering vocera user question.

Perform other related duties as assigned.

Ensuring that products and services meet the establshished standards set by the company.

Perform customizatioation/training/configurations of Enterprise knowledge maangement solutions, Enterprise mobile solutions, Enterprse resource planning solutions, Business automation and integration, customer relationship management and web driven Solution/E-commerce solutions.

Maintain computer system and provide user support.

Maintain strong overall quality control of products made by the company adhering to reliabilty, performance and customer/client expectation.

Manage data and institution's website.

Create quality measurements to track improvements in products.

Execute quality improvement testing activities.

Develop quality assurance standards and company processes.

Provide hardware and software support services.

Adhere to industry quality and safety standards.

Manage user access rights.

Ensure products meet customer/client expectations and demands.

Create reports documenting errors and issues for fixing.

Work closely with the development team to improve existing products.

**January 2021 to April 2021:**

Maintain standards for reliability and performance of production.  
Perform any other duties assigned to me.  
**ICT Officer (Internship)** at Ewaso Ng'iro South Development Authority. In charge of all the IT equipment of the company and ensure smooth running of them.  
Providing staff support services to ensure effective and efficient operations in the office.  
Office cabling and trouble-shooting.  
Network switching and routing on both wired and wireless network.  
Repair and maintenance of software and hardwares.  
Installation of softwares including windows operating system, firewalls, antivirus.  
Assigning and escalating calls using HP service manager at the help desk.  
Adding computers to the ENSDA domain.  
Creating and managing user accounts-involved giving the users the right they should have.(read only or read and write only).  
Setting up and connecting network printers on user machine to enable the user print and scan documents.  
Updating and upgrading software and applications to improve it's functionality.  
Repairing CPUs by analyzing the problem and finding alternative solutions to the problems.  
Participated in various departmental activities such as meetings, sensitization workshops among others.

**May 2018 to July 2018:**

**Research Officer(Attachment)** at IPSOS Limited company. Determine which records will be created , gathered and maintained, and produce record for audit and other purpose in research work.  
Maintain, secure and care for records in accordance with the research.  
Preserve records that have value for research.  
Carry out tasks displaying solid basic structure knowledge.  
Check and appropriately analyze data, interpret accurately and make recommendations.  
Draft and produce research projects output.  
Design research and or produce small proposals.  
Keeping into account research data.

**ADDITIONAL INFORMATION**

**PERIOD/TYPE**

**DESCRIPTION**

**June 2017 to December 2017:**

Event Management, support and hospitality Assistant/member at Jiji Ventures Limited.

**August 2017 and August 2022:**

The Electoral and Boundaries Commission (Presiding Officer).

**December 2016:**

Student Attaché at Kwetu Home of Peace rehabilitation center.

**Hobbies**

Socializing, computing, Master Excel, Writing scripts, Online Courses and Reading books.

**Skills & Abilities**

Computer literate, ability to use Microsoft office tools like Excel document, word and PowerPoint.  
Basic coding skills in C++, HTML, PHP and Java, JavaScript (with Node.js as

the open source cross-platform runtime environment for executing code).

Bug tracking tool skills using-Jira,Trello,Binfire,Pivotal tracker,ProofHub

Business messaging platform using-Slack, Amazon Chine, Cisco WebEx, Microsoft Teams,Brosix

Standalone software testing tool for APIs-Postman

Automation framework-  
webdriverio,Selenium,Cypress,TestCafe,BrowserStack

GitHub/Jenkins/Bit bucket for continuous integration of CI/CD platform to automate build, test and deployment pipeline.

Interpersonal skills that includes honesty, hard work, respect, discipline and time-management.

Leadership, communication and problem-solving skills.

Organizational planning, statistical analysis, Industry-specific technical knowledge.

## Languages Self-Assessment

English  
Kiswahili  
Luo

Understanding		Speaking		Writing	
Listening		Reading		Spoken Interaction	
	Proficient		Proficient		Proficient
	Proficient		Proficient		Proficient
	Proficient		Proficient		Proficient

## PROFESSIONAL REFEREES

Mr. Bethuel Muthangya; Project Manager; P.O. Box 10306-00100. Email:bethwel@techsavanna.technology Cell: +254727672137.	Mr.Richard Tankille ; Managing Director; Ewaso Ngiro South Development Authority; P.O. Box 213- 20500, Narok. Email: <a href="mailto:md.ensda@gmail.com">md.ensda@gmail.com</a> .
Mr. Nelson Kiprono; ERP Supervisor; P.O. Box 10306-00100. Email:nelsohnkiprono@gmail.com Cell: +254722166011.	Mr. Douglas Rorat; ICT Supervisor; Ewaso Ngiro South Development Authority; P.O. Box 213- 20500, Narok. Email: roratdouglas@gmail.com. Cell: +254718765298.
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