

Protus Sang' Ng'otwa

P.O Box 30960-00100 Nairobi, Kenya | +254714499119 | pnkiprotich@gmail.com

PROFESSIONAL EXPERIENCE

Kenya Railways Corporation | [Nairobi, Kenya](#) | ICT

Assistant

(June 2023 - September 2023)

- Assisting in computer maintenance and repairs.
- Assisting in providing support documentation, including procedural documentation and perform analysis on the user support details.
- Assisting in communicating with user to determine source of specific error and recommend solution.
- Assisting in doing software and hardware installation.
- Assisting in database management.
- Assisting in system maintenance.
- Acting as IT help desk support.
- Assisting in organizing data backups and data recovery.
- Other general/Office Clerical work as assigned by the supervisor.

EDUCATION

Multimedia University of Kenya | [Kenya](#)

Bachelor of Science Computer Technology (2023)

Kericho Tea Boys High School | [Kenya](#)

Kenya Certificate of Secondary

Education(2018)

CERTIFICATIONS

XDR Sales Certificate (2025)

SASE Sales Certificate (2025)

SASE PreSales Certificate 2025

SKILLS & ABILITIES

Programming Languages –

JavaScript, Python, HTML

Database Systems Management

Vision and Graphics

Research and numerical analysis

Collaboration and teamwork

Monitoring and evaluation Problem solving

Interpersonal and communication skills

HOBBIES

Professional Football – Kenyatta

Hospital Team

Jamii Telecommunications Limited | [Nairobi, Kenya](#)

NOC Support

(November 2022 – February 2023)

- Monitor and manage JTL GPON, SDH, Core/IPMPLS, LTE RAN/CORE and Power system alarms, events, service outage and network performance deterioration
- Detection of alarms from NMS/NPM 7x24, and dispatch the alarms to the Regional Maintenance Managers and Field team technician to resolve within set timelines
- Create and update/manage Maintenance incidences for any detected problem/alarms
- Managing technical escalation to ensure faults are rectified within agreed SLAs
- Perform Escalation and Notification to keep management and other business units informed during system/Network outages
- Commission/admit new network elements to the Network as per the provided guidelines
- Offer technical support to field teams on phone to isolate or fault on Network faults
- Request for access to JTL Partners collocation rooms for field Engineers for faulting purposes where needed
- Prepare daily Network faults/maintenance report
- Manage network infrastructure database. (3rd party providers contacts, utility accounts and contacts etc
- Other duties as assigned
- Other general/Office Clerical work as assigned by the supervisor.

Tritel Technologies Limited | [Nairobi, Kenya](#)

IT Assistant

(January 2025 - present)

- Assisting in computer maintenance and repairs.
- Assisting in system maintenance.
- Assisting in doing software and hardware installation.
- Acting as IT help desk support.
- Assisting with network configuration and troubleshooting.
- Supporting server management and backup processes.
- Contributing to cybersecurity and system optimization projects.

PROFESSIONAL SUMMARY

As a computer technology student, I possess a strong foundation in both theoretical and practical aspects of computing. I also possess a range of skills and knowledge, including programming, database management, network administration, cybersecurity, and data analysis. My ability to work with hardware and software technologies allows me to develop innovative solutions to complex problems. I have excellent problem-solving skills and the ability to work independently and as part of a team to develop innovative solutions that meet clients' requirements. Seeking a collaborative team role with continued skill development opportunities.

REFERENCES

Ms. Caroline Msama
Head of Network Operations
Jamii Telecommunications Limited (JTL)
Mobile: +254722971028 / 0747971028
Email: msama@jtl.co.ke

Mr. Emmanuel Rono
CEO
Niron Technologies Limited
Mobile: +254716075033
Email: emmanuel.rono@niron.co.ke

Mr. Wesley Rutto
Senior Supply Chain Officer
Kenya Tea Development Agency
Mobile: +254722767360
Email: wrutto@ktdateas.com

Mr. Thomas Mepukori
HR Officer
Kenya Railways Corporation
Mobile: +254725231298
Email: tmepukori@krc.co.ke