Protus Sang' Ng'otwa

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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 performanalysis 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 indatabase management.
- Assisting in system maintenance.
- Acting as IT help desk support.
- Assisting in organizing data backups and data recovery.
- Other general/Office Clericalwork as assigned by the supervisor.

EDUCATION

MultimediaUniversity 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
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Jamii Telecommunications Limited (JTL)
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