

## PROTUS SANG NG'OTWA

### 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.

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### EDUCATION

Graduated with a Second-Class honors  
degree in Bachelor of Science Computer  
Technology  
Multimedia University of Kenya

Kenya Certificate of Secondary Education  
Kericho Tea Boys High School  
2018

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### 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

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### PROFESSIONAL JAMII TELECOMMUNICATIONS LIMITED

EXPERIENCE NOC- Customer and Network Configuration and Support Internship  
12/2022 to 02/2023

- 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

#### KENYA RAILWAYS CORPORATION

ICT Assistant – staff assistant and technical support

06/2023 to 09/2023

- 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.
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HOBBIES • Professional Football – Kenyatta Hospital Team

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REFERENCES REFEREES

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