

SAMSON OYOGO MATONGO

COMPUTER SCIENCE PROFESSIONAL

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PROFESSIONAL PROFILE

A result driven, self-motivated and resourceful information technology professional seeking an opportunity to explore new grander horizons in my area of specialty while contributing valuably within a new team, project or organization. I am proficient in computer networking, software development, and information technology support, incident and problem management. I am successful at completing new installations, updates and configurations of systems and network components. I am experienced in setting up devices, troubleshooting issues and optimizing settings. I have good presentation skills, clarity of communication and outstanding interpersonal skills. As a quick learner, agile and adaptable, I consider myself not only effective on my own but also as part of a team.

WORK EXPERIENCE

IT Service Support

Kenya Revenue Authority, Nairobi Kenya (January 2022 – December 2022)

- Software development, frontend development using spring boot, Thymeleafs template, Bootstrap, Ajax and HTML.
- Providing timely and effective first level technical support for staff and students
- Determining the appropriate software, procedures and resolution steps required to provide solutions
- Updating and keeping all IT assets inventory
- Monitoring and maintaining computer systems and networks
- Direct unresolved issues to more senior members of the ICT team
- Resolving IT incidences and service requests in accordance with SLA in the IT helpdesk system
- Performing routine computer maintenance
- Exploring different IT solutions, their risks, benefits and impacts
- Overseeing the implementation of new technology
- Participating in the implementation of IT related policies
- Providing 2nd level support and ensured resolution of service incidents

Website development

ZALEGO INSTITUTE (May - August 2019)

Web and Android developer I gained proficient experience in web development (developed an e-commerce desktop application)

EDUCATION

2016- 2020: Bachelor of Science in Computer Science, Kisii University

2014 - 2015: Kenya Certificate of Secondary Education, Nyakoiba High School

2010 - 2013: Kenya Certificate of Secondary Education, Cardinal Otunga High School

2001 - 2009: Kenya Certificate of Primary Education, Kenyenyua Junior Academy

Additional Training:

- Introduction to Cybersecurity, Cisco Networking Academy
- Introduction to Packet tracer
- Database Management system certification
- IBM Coursera certification on what is Data Science
- IBM Coursera certification System Administration and IT infrastructure services
- NDG Linux Unhatched- Cisco Networking Academy

KEY SKILLS AND COMPETENCIES

Technical Issues Analysis | Network and System Support | Software Development-Front-end development using spring boot | Desktop Support | Attention to detail | Team Player | Excellent Communication and Interpersonal Skills | Computer Proficiency | Ability to Multitask | Able to work with minimal supervision | Problem solving | Self-discipline.

PERSONAL INTERESTS

Playing Volleyball, listening to music, Participating in charity work and hiking

REFEREES

1. Joseph Mati
ICT Supervisor- Kenya School of Revenue Authority
Tel: 0728800591
2. James Githiga
Kenya Commercial Bank
Tel: 0715744782
3. Dr. Ogalo James
Lecturer KISII University
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