



**Steven
Odhiambo**
Network Engineer | IT Support

☎ 254748294085
✉ ombamstephodhis@gmail.com
🔗 portfolio-lake-five-68.vercel.app
📍 Kisumu, Kenya

SUMMARY

Network Engineer with 4 years of expertise in designing, deploying, and troubleshooting network systems. Proven ability in ensuring system availability, implementing advanced network security measures, and collaborating effectively with teams. Proficient in using the latest technologies and best practices in network management.

EXPERIENCE

- Data Capturer

The Kenya National Examination Council

12/2024 - 12/2024

 - Achieved a data entry accuracy rate of over 98%, minimizing errors in processing examination results and reports. Maintained high productivity levels by streamlining data entry processes and optimizing workflows.
 - Played a critical role in the digitization of examination records, improving data retrieval and analysis capabilities. Streamlined the filing system, reducing data retrieval time by 90% during audits and result verification processes.
- ICT Consultant

ICT Authority ↗

12/2023 - 12/2024

 - Provided expert guidance on system integration, software upgrades, and network optimization to improve operational efficiency.
 - Designed and delivered remote training sessions for staff on new technologies, ensuring smooth adoption and effective use of ICT systems.
 - Managed remote projects, including budgeting, scheduling, and resource allocation, to deliver solutions on time and within scope.
 - Ensured data security and regulatory compliance by implementing cybersecurity best practices and policies.
- Network Specialist

Kenya Revenue Authority ↗

12/2023 - 12/2024

 - Assisted senior engineers in network design, enhancing the efficiency of 10 large-scale projects.
 - Played a pivotal role in the network management team, leading to a 25% increase in system availability.
 - Oversaw external vendor partnerships, optimizing network equipment procurement and saving company costs by 20%.
 - Collaborated with the IT team to integrate new software solutions, streamlining the network infrastructure.
 - Conducted regular network training sessions for junior staff, elevating the team's performance by 15%.
- Network Operations Technician

Northstart Technologies

03/2023 - 12/2023

 - Designed and deployed functional networks, achieving a 99.9% uptime for LAN, WLAN, and WAN.
 - Successfully configured and installed routers, switches, and other critical network devices for over 50 business clients.
 - Monitored network performance, reducing system outages by 30% over a year.
 - Effectively troubleshoot and resolved over 200 significant network outages and issues within hours. Implemented state-of-the-art network security measures, leading to a 40% decrease in security breaches.

EDUCATION

Information Technology
Kibabii University, Kenya - Bachelor's degree
Graduated with Second class honors (Upper Division)

09/2018 - 03/2023

CERTIFICATES

CyberOps Associate [↗](#) 06/2024 - Present
Cisco

I have a broad understanding of Security Operations. I developed problem-solving skills to detect and analyze intrusions and monitor the network by completing up to 30 hours of 52 hands-on labs using virtual machines (Security Onion - ELK) and/or Cisco Packet Tracer.

DevNet Associate [↗](#) 06/2024 - Present
Cisco

I completed 25+ hands-on labs using a virtual lab environment and achieved this student level credential. I have a broad understanding in the areas of Python coding, using Linux, Cisco DevNet, Software Development and Design, Understanding and Using APIs, Network Fundamentals, Application Deployment and Security, Infrastructure and Automation and Cisco Platforms and Development.

CCNA 3: Enterprise Networking, Security, and Automation [↗](#) 05/2024 - Present
Cisco

I have a foundation in scalable network architectures, dynamic routing, mitigation of security threats, wide-area networks, virtualization, automation of programmable networks. I participated in up to 41 lab activities and accumulated up to 15 hours of hands-on labs using Cisco hardware and/or Cisco Packet Tracer tool.

CCNA 2: Switching, Routing, and Wireless Essentials [↗](#) 04/2024 - Present
Cisco

I have a foundation in switching operations, wired and wireless LAN configuration using security best practices, redundancy protocols, and developed problem-solving skills. I participated in up to 45 practice activities and accumulated up to 21 hours of hands-on labs using Cisco hardware and/or the Cisco Packet Tracer tool

Network Support and Security [↗](#) 02/2024 - Present
Cisco

I have knowledge to support endpoints, networks, and users including diagnostics and documentation as a member of a help desk team as well as an in-depth view of troubleshooting of networks and endpoints and knowledge and skills regarding supporting users and networks remotely. I participated in up to 10 labs and Cisco PT activities.

CCNA 1: Introduction to Networks [↗](#) 02/2024 - Present
Cisco

I have knowledge of networking including IP addressing, how physical, data link protocols support Ethernet, can configure connectivity between switches, routers and end devices to provide access to local and remote resources. I participated in up to 54 labs and accumulated up to 14 hours of hands-on labs using Cisco hardware or Packet Tracer tool

Junior Cybersecurity Analyst [↗](#) 01/2024 - Present
Cisco

I understand techniques to monitor and protect the network, including firewalls, cloud security, and cryptography, I am familiar with security alerts and governance, and the skills to perform network vulnerability assessment and create a risk management plan, including forensic investigations and incident response planning.

Google Cybersecurity Professional Certificate [↗](#) 01/2024 - Present
Coursera

I completed eight courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare me for entry-level roles in cybersecurity. I am competent in beginner-level Python, Linux, SQL, Security Information and Event Management (SIEM) tools, and Intrusion Detection Systems (IDS). I know how to identify common cybersecurity risks, threats, and vulnerabilities, as well as the techniques to mitigate.

Google IT Support Professional Certificate [↗](#) 12/2023 - Present
Coursera
I completed five-courses, developed by Google, that include hands-on, practice-based assessments which are designed to prepare me for entry-level roles in IT support. I am competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

Google Project Management [↗](#) 12/2023 - Present
Coursera
I completed six courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare me for introductory-level roles in Project Management. I am competent in initiating, planning and running both traditional and agile projects.

Python Essentials 1 [↗](#) 11/2023 - Present
Cisco
I have knowledge of the concepts of computer programming, the syntax and semantics of the Python language as well as demonstrate the ability to accomplish coding tasks related to the essentials of programming in the Python language and resolve implementation challenges using the Python Standard Library.

SKILLS

Leadership	Advanced	Network Monitoring	Expert
Communication	Expert	Team Collaboration	Expert
Threat Mitigation	Advanced	LAN/WAN Design	Expert
Network Automation	Advanced	Router Configuration	Advanced
Networking Protocols (IPSEC, HSRP, BGP, OSPF, 802.11, QoS)	Expert	Switch Configuration	Advanced
		Network Troubleshooting	Advanced
Analytical Skills	Expert	Network Security	Advanced
		Firewall Configuration	Advanced

LANGUAGES

English	Fluent	Spanish	Basic
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LEADERSHIP AND ACHIEVEMENTS

GOOGLE ANDROID DEVELOPER SCHOLARSHIP(GADS) 03/2022 - Present
Advises and mentors a group of upcoming android developers on various soft skills necessary for their growth as developers

KIBABII UNIVERSITY INFORMATICS CLUB Organizing Secretary 12/2021 - 9/2022
Organized group events, planned and made sure that they did run smoothly.
Technical ICT Support Person

GOOGLE DEVELOPER STUDENTS CLUB Core Technical Team Member 09/2019 - 9/2022
Coached over 30 young aspiring engineers on various core web technologies i.e. Javascript, HTML5, CSS3, Android, Flask/Django, and helped club members leverage these skills while implementing their weekly projects.
Validated and reviewed club member project presentations.
Advised and mentored club members on various soft skills necessary for their growth as budding developers.

REFEREES

Mr. Charles Bett | HoD, ICT KRA Kisumu

charles.bett@kra.go.ke

Phone Number: +254 722 256 507

Dr. Roselinda Ongare | CoD, Information Technology, Kibabii University

rongare@kibu.ac.ke

Phone Number: +254 780 617 537

Marlene Cherop | Digital Programs Officer

marlene.cherop@lakehub.co.ke

Phone Number: +254 715288598