Steven Odhiambo

Kisumu, Kenya | 254-748-294085 | ombamstephodhis@gmail.com

[LinkedIn](#) | [Portfolio](#) | [Blog](#)

Network Engineer and IT Technical Support

Accomplished Network Engineer with a proven track record in designing, implementing, and maintaining robust network infrastructures. Possessing a deep understanding of network protocols, routing technologies (OSPF, IS-IS and BGP), switching, and security, I excel at optimizing network performance, troubleshooting complex issues, and ensuring network reliability. Proficient in configuring and managing network devices. Adept at leveraging network monitoring and analysis tools to identify and resolve potential vulnerabilities. Motivated by a commitment to continuous learning and growth, I stay abreast of emerging network technologies to drive innovation and enhance organizational efficiency.

SKILLS

Technical: TCP/IP Protocol Suite, Subnetting, Routing and Switching, Routing Protocols, Network Security, Wireless Networking, Network Monitoring and Troubleshooting, Network Design, Cloud Networking, Network Performance Optimization, Network Virtualization.

Soft: Problem-solving and critical thinking, Communication and interpersonal skills, Teamwork and collaboration, Adaptability and flexibility, Attention to detail.

TECHNICAL PROJECTS

Kenya Revenue Authority LAN Upgrade- KRA| Western Region
- Upgraded core switches to high-performance models with increased port density, improving network capacity by 30%.
- Optimized network configuration, reducing latency by 20% and improving application response times.
- Implemented a new network architecture with redundant switches and fiber optic cabling, enhancing network reliability by 95%.
- Conducted a thorough network assessment to identify bottlenecks and performance issues, leading **to** a 15% increase in network throughput.
- Developed a comprehensive network documentation plan, resulting in a centralized knowledge base for troubleshooting and maintenance.

Mandera Homes Fiber Project- Mandera
- Deployed fiber optic cables to 400 new customers, expanding service coverage by 45%.
- Troubleshooted network connectivity issues, resolving 95% of customer complaints within 24 hours.
- Collaborated with the engineering team to design a new network architecture, enhancing network scalability.
- Maintained network infrastructure through regular inspections and repairs, preventing service outages.
- Educated customers on network troubleshooting steps, empowering them to resolve minor issues independently.

EXPERIENCE

Kenya Revenue Authority   Kisumu, Kenya
IT Technical Support Intern   12/2023 - Present
- Providing first-line technical support via phone, email, and ticketing system, **resulting in** efficient resolution of hardware, software, and network issues.
- Diagnoses and resolves technical issues affecting desktops, laptops, printers, and peripherals, minimizing system downtime and maximizing operational efficiency.
- Escalating complex technical problems to specialized teams, ensuring timely resolution and minimizing user impact.
- Installation, configuration, and maintenance of software applications, operating systems, and IT systems, enhancing system performance and reliability.

Northstart Technologies   Mandera, Kenya
ISP Technician   03/2023 - 11/2023
- Installed, configured, and tested network equipment, including routers and modems, ensuring optimal network performance and connectivity.
- Troubleshooted and resolved customer network issues, improving customer satisfaction and enhancing network reliability.
- Performed routine maintenance on network infrastructure, optimizing network performance and preventing potential issues.
- Adhered to strict safety protocols and company guidelines, ensuring a safe work environment and compliance with regulations.

EDUCATION

Kibabii University   Bungoma, Kenya
Bsc IT Second Class(Upper Division)   03/2023

ALX   Online, Kenya
Software Engineering   12/2022

Chulaimbo Boys High School   Kisumu, Kenya
KCSE (B)   11/2017

CERTIFICATIONS

- Google Cybersecurity Professional
- Google IT Support Professional
- Google Project Management Professional
- HCIA Datacom
- HCIP - Ongoing
- Cisco Junior Cybersecurity Analyst
- Cybersecurity and Emerging Technologies Awareness Training ICT Authority

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