STEPHEN OTIENO OKOK

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PROFESSIONAL SUMMARY

- I am a highly motivated, flexible, and creative individual who values punctuality and diligence. I possess excellent written and verbal communication skills and thrive in team-oriented environments.
- I am a self-taught UI/UX designer with expertise in Figma.
- I possess extensive knowledge of computer cybersecurity, networking principles, and administration. Additionally, I have a moderate understanding of website design and development, as well as database management.
- I am proficient in programming using C and Python languages.
- I possess extensive knowledge of the Linux operating system and Shell scripting.
- I have a high level of expertise in Microsoft programs such as MS Office, MS Excel, and PowerPoint.
- In-depth knowledge in AI and AI tools.

SKILLS

- ICT Infrastructure Management - Managing and maintaining the critical hardware, software, and networking components that keep an organization's ICT systems running properly.
- Network Administration (LAN/WAN) - Setting up and administering local area networks and wide area networks to ensure that company sites can communicate data reliably and securely.
- Cybersecurity and Data Protection - Implementation and maintenance of security measures, such as firewalls, antivirus software, and encryption, in order to protect ICT systems and sensitive data against cyber threats and unauthorized access.
- Installation of Hardware and Software - Capable of installing, configuring, and upgrading a wide range of ICT hardware, including servers, routers, and switches, among others, and software, ensuring compatibility and optimal performance.
- System Performance Monitoring - Regularly assessing system and network performance, identifying potential bottlenecks, and taking preventive measures to optimize efficiency and avoid downtime.
- Vendor and Service Provider Management - Working closely with external vendors and service providers to procure ICT equipment and services, ensuring that they meet technical specifications, quality standards, and budget constraints.
- User Support and Technical Training: Providing technical assistance to end users, resolving hardware and software issues, and conducting training sessions to improve their understanding and usage of technology resources.Documentation and Standard Operating Procedures (SOPs): Developing detailed documentation for ICT systems, configurations, and procedures to ensure consistency in operations, ease of troubleshooting, and knowledge sharing within the team.
- Artificial Intelligence (AI): Familiarity with AI fundamentals, including machine learning concepts, neural networks, and natural language processing (NLP).

WORK EXPERIENCE

ICT Officer   09/2023 – 09/2024
Teachers Service Commission   Nairobi, Kenya
Roles:
- Provided Level 1-3 IT support to 200+ users, resolving 90% of tickets within SLA.

- Installed, configured, and maintained Windows OS, Microsoft 365, and antivirus software, reducing system vulnerabilities by 40%.
- Optimized SQL queries, improving database performance by 20%.
- Collaborated in Agile sprints, contributing to feature development and bug fixes.

ICT Intern   01/2021 – 03/2021
County Government of Kakamega Revenue Agency ⬀   Kakamega, Kenya
Roles:

- Generated invoices and receipts using the Oracle system, ensuring accuracy and timely processing of revenue transactions.
- Collaborated with my supervisor to troubleshoot and resolve network connectivity issues, successfully configuring new IP addresses for seamless system operations.
- Contributed to server maintenance tasks, enhancing the overall performance and security of IT infrastructure.
- Applied my academic knowledge in ICT to repair and maintain both software and hardware, including the successful installation of operating systems in the HR and procurement departments.
- Demonstrated strong problem-solving skills by diagnosing and resolving technical issues, minimizing system downtime and improving operational efficiency.

EDUCATION

Technical University of Mombasa   09/2017 – 12/2021
Bachelor Of Technology in Information And Technology   Mombasa, Kenya

REFERENCES

Michael Maloba, *Director of ICT department,* County Government Of Kakamega
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Dr. Fullgence Mwachoo Mwakondo, *Director of Institute of Computing and Informatics,*
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