

# JERRY PATRICK ODHIAMBO

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**ICT professional** with expertise in IT support, cybersecurity, and system optimisation within government and non-profit sectors. Provided technical assistance, managed user access, and enhanced IT infrastructure to improve efficiency and security. Proven ability to streamline IT processes, enhance digital platforms, and implement cybersecurity measures that improve compliance and risk mitigation. Leveraged AI and data analytics to enable informed decision-making. Strong problem-solving capabilities with experience in network troubleshooting, SQL database management, and IT auditing. Recognised for improving digital accessibility, minimising operational disruptions, and strengthening data integrity across diverse technology environments.

**Core Competencies:** IT Support & Troubleshooting | System Administration | Network Security & Management | Cybersecurity & Data Protection | User Access & Identity Management | Database Administration | IT Infrastructure Optimisation | Software & Hardware Maintenance | Digital Transformation | IT Auditing & Compliance | Endpoint Protection & Risk Mitigation | Technical Documentation & User Training | Issue Resolution | Front-end Development

## PROFESSIONAL EXPERIENCE

**Data Enumerator** | [Ministry of Labour and Social Protection](#) | Nairobi, Kenya Oct 2024 – Nov 2024

Coordinated with field teams to improve data-gathering methodologies and streamline reporting processes. Maintained strict adherence to confidentiality and data protection protocols in compliance with regulatory standards.

- Collected and validated critical socioeconomic data to inform government policies and social welfare programs.
- Identified inconsistencies and implemented real-time data validation measures to enhance reliability.

**Computer Systems and IT Attachee** | [Kenya National Assembly](#) | Nairobi, Kenya Jul 2022 – Oct 2022

Delivered technical assistance for operating systems, MS Office applications, and parliamentary software via remote and in-person support. Configured and managed AV equipment for high-profile legislative sessions, which facilitated seamless live streaming and audience engagement. Developed a troubleshooting guide for recurring IT issues, reducing support requests and empowering staff with self-service solutions. Administered user accounts, permissions, and password resets in Active Directory, to advance access management. Led testing and optimisation of a new document management system, improving workflow efficiency and usability.

- Enhanced parliamentary website's performance by upgrading frontend components and database functionality.
- Set up and optimised workstations for new employees, accelerating onboarding and boosting productivity.
- Minimised outsourcing costs and maintained system protection by performing in-house printer and hardware maintenance and deploying endpoint security measures.
- Resolved IT support tickets, using Jira and ServiceNow to ensure timely issue resolution and continuous system availability.
- Increased public access and government transparency through digital broadcasting of parliamentary sessions, while maintaining real-time accessibility for citizens.
- Strengthened cybersecurity resilience via training on phishing prevention and secure internet practices for MPs and staff.
- Aided in IT audits to uphold compliance with the Data Protection Act 2019 and fortify security protocols.
- Decreased data errors 15%, digitised 1K+ records, and streamlined data retrieval through SQL Server database management.
- Increased network reliability 20% through diagnosing and resolving connectivity issues using Wireshark and diagnostic tools.
- Improved policy responsiveness by developing an AI model to analyse public feedback and generate actionable insights.

## VOLUNTEER EXPERIENCE

**Volunteer** | [Plan International](#) | Nairobi, Kenya May 2019 – Oct 2019

Executed data entry tasks with precision to maintain accurate organisation and secure storage of critical information. Handled and safeguarded SCs' and sponsors' data with confidentiality, while upholding data integrity and compliance standards. Supported the launch of a local online platform for girls to share ideas, learn collaboratively, and engage with their community.

- Delivered insights for decision-making and reporting through dynamic graphs, charts, and dashboards using Microsoft Excel.
- Captured and produced images for identification tags and promotional materials, that elevated brand recognition.
- Commended for precision in data management, which improved reliability and accessibility for key stakeholders.
- Equipped students with essential digital literacy skills, including internet navigation and educational software usage, by conducting foundational computer training sessions.
- Collaborated on developing a digital literacy curriculum tailored for girls, expanding their access to educational resources and boosting confidence in technology.
- Provided technical support during community workshops on digital tools to address issues impacting young women.

## EDUCATION & CERTIFICATIONS

**BSc. Computer Science** | Maseno University | 2023  
**Kenya Certificate of Secondary Education** | Alliance High School | 2018  
**Software Developer Bootcamp** | Modcom Institute | 2024  
**CISCO Networking Certification** | 2021

## TECHNICAL SKILLS

JavaScript | Windows Server | Linux | Unix | MYSQL | HTML | CSS | Figma | Microsoft Office Suite | Jira | ServiceNow | Zoom  
Wireshark | WordPress | Python Flask

## LANGUAGES

**English** (Fluent) | **Kiswahili** (Fluent) | **Luo** (Fluent)