

# KON JAMES AYUEN

## CONTACT INFORMATION:

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## PROFESSIONAL SUMMARY

IT Professional with a Bachelor of Science in Computer Science and a proven track record in IT support, installation and configuration, networking, maintenance, repair and security, training, evaluation and testing, and IT asset management. Demonstrated ability to apply technical skills and a keen interest in IT to provide effective solutions for growth-oriented organizations.

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## PROFESSIONAL EXPERIENCE

### **Communication and IT Assistant**, HelpEducation South Sudan

*September 2022 – May 2024*

In this role, I performed a variety of tasks that are crucial to the organization's communication and IT needs.

1. **Hardware/Software Configuration, Installation, Repair, and Maintenance:** This refers to the process of setting up hardware and software to work optimally with the system.
2. **Network Management:** This involves managing different types of networks such as Local Area Networks (LANs), Wireless Local Area Networks (WLANs). Tasks include setting up, configuring, and maintaining these networks.
3. **Server Backups and Troubleshooting:** This involves creating regular backups of server data to prevent data loss. Troubleshooting is the process of diagnosing and resolving any problems or issues that arise with the servers.
4. **Staff Training:** This involves training staff on how to take care of their computers, perform basic maintenance, and handle equipment safely. This can help prevent damage to equipment and data loss.
5. **IT Procurement Assistance:** This involves assisting with the acquisition of IT equipment and software. Tasks may include researching and recommending products, negotiating with vendors, and managing the purchasing process.
6. **Implementing Communication Strategies:** I executed the organization's communication strategies by understanding the organization's goals and target audience, and developing and implementing effective ways to reach and engage that audience.
7. **Drafting and Editing Communications Copy:** I create and refine written content for the organization's communications, including press releases, social media posts, newsletters, and more.
8. **Maintaining Web Content:** I ensure that the content on the organization's website is up-to-date and relevant by regularly reviewing and updating existing content, as well as adding new content as needed.
9. **Executing Social Media Strategies:** I manage the organization's presence on social media platforms by creating engaging content, responding to comments or messages from the public, and analyzing engagement data to inform future strategies.
10. **Data Entry:** Lastly, I perform monthly data entry to the organization, do data analyzing and proper storage of the data.

### **Intern**, VIVACELL South Sudan

*January 2018 – May 2018*

During my internship at VIVACELL South Sudan, which was a requirement for the completion of my Bachelor of Science in Computer Science, I was entrusted with several key responsibilities that revolved around maintaining the smooth operation of the company's IT infrastructure.

My duties included:

1. **Hardware Maintenance:** I was responsible for ensuring that all hardware components were functioning optimally. This involved regular checks and servicing of the hardware, as well as troubleshooting and resolving any hardware-related issues.
2. **Network Maintenance:** I played a crucial role in maintaining the company's network systems. This included monitoring network performance, identifying any issues, and implementing necessary fixes or upgrades to ensure uninterrupted network service.
3. **User Support:** I provided technical support to other employees within the organization. This involved assisting them with any IT-related issues they were facing, such as software problems, network connectivity issues, or hardware malfunctions.

#### **IT Trainer, Africa Educational Trust**

*May 2019 – November 2019*

During my tenure as an IT Tutor at Africa Educational Trust, I had a range of responsibilities that contributed to the smooth running of the computer class and the development of students' IT skills.

1. **Providing Tutorial Service:** I was responsible for teaching the computer class, imparting valuable IT knowledge and skills to students. This involved preparing lesson plans, delivering lectures, and conducting practical sessions to help students understand and apply various IT concepts.
2. **Skills Application Post-Training:** After the training sessions, I ensured that students were able to apply the skills they had learned. This involved setting up practical assignments or projects that required students to use their new skills, providing a real-world context for their learning.
3. **Providing Technical Support:** As part of my role, I provided technical support to both the computer systems and the users (students). This involved troubleshooting any technical issues that arose, from software glitches to hardware malfunctions, ensuring minimal disruption to learning.
4. **Ensuring Computer Readiness:** I was responsible for making sure all computers were in working order and ready for use at all times. This involved regular checks and maintenance tasks, such as updating software, upgrading hardware, and performing routine system checks.
5. **Protecting Against Physical Theft and Computer Viruses:** A key part of my role was ensuring the security of the computer systems. This included implementing measures to prevent physical theft, such as secure storage and monitoring systems. In addition, I was responsible for protecting the computers from digital threats like viruses and malware, which involved installing and updating antivirus software, conducting regular system scans, and educating users about safe computing practices.

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## **EDUCATION**

1. **Master of Computer Application**
    - Institution: Datta Meghe Institute of Higher Education & Research
    - Duration: July 2022 - Present
  2. **Bachelor of Science in Computer Science**
    - Institution: Kabarak University
    - Duration: May 2015 - December 2021
  3. **Certificate of Pre-University**
    - Institution: Kabarak University
    - Duration: September 2014 – May 2015
  4. **Kenya Certificate of Secondary Education**
    - Institution: Goshen High School
    - Duration: January 2010 – November 2013
  5. **Kenya Certificate of Primary Education**
    - Institution: Nakwathom Heritage Academy
    - Duration: January 2001 – November 2009
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## PROJECTS

- **Child Protection Information Management System (CPIMS):**

The Child Protection Information Management System (CPIMS) is a project I worked on where I had two main responsibilities:

1. **Writing Unit Tests for the System Module:** Unit tests are a level of software testing where individual components of a software are tested. In this case, I wrote unit tests for the system module of CPIMS. This involves writing code that automatically checks the functionality of various aspects of the system module, ensuring that it behaves as expected.
2. **Upgrading cpovc-ovc from Python 2.7 to 3.9 and Django 4.0.2:** I was part of a team of four that upgraded the cpovc-ovc system from Python 2.7 to 3.9 and to Django 4.0.2. Python and Django are both programming languages, with Django being a high-level Python Web framework that encourages rapid development and clean, pragmatic design. This task involved updating the existing codebase to be compatible with these newer versions of Python and Django, which offer more features and improved performance.

- **Kenya Electronic Medical Records (Kenya EMR)**

The Kenya Electronic Medical Records (Kenya EMR) project was an initiative I worked on during the Health Information Systems Hackathon. My contribution to this project was focused on enhancing the user login workflow on the extended Kenya EMR system.

1. **Developing a Solution:** I developed a solution aimed at improving the user login workflow. This involves creating a more intuitive login interface, implementing additional security measures, and streamlining the process to reduce login time.
2. **Enhancing User Login Workflow:** The user login workflow is the process that users go through to access a system, from entering their credentials to navigating through any multi-factor authentication steps. Enhancing this workflow could mean making it more secure, more user-friendly, or more efficient.
3. **Working on the Extended Kenya EMR:** The Kenya EMR is a system designed to support the delivery of public health care in Kenya. I worked on an extended version of this system, which likely included additional features or capabilities beyond those in the original Kenya EMR.
4. **Participation in the Health Information Systems Hackathon:** A hackathon is an event where programmers and others involved in software development collaborate intensively on software projects. In this case, the Health Information Systems Hackathon would have been focused on developing innovative solutions for health information systems like the Kenya EMR.

- **Air Pollution Monitoring System**

The Air Pollution Monitoring System is a project where I built a prototype using an Arduino Mega, a powerful microcontroller board based on the ATmega2560.

1. **Building a Prototype:** I constructed a prototype device for the purpose of monitoring air pollution. This involved assembling various hardware components, including sensors for detecting pollutants in the air.
2. **Using an Arduino Mega:** The Arduino Mega is a microcontroller board based on the ATmega2560. It has 54 digital input/output pins, 16 analog inputs, 4 UARTs (hardware serial ports), and other features that make it suitable for building complex projects. In this case, I used the Arduino Mega to control the operations of my prototype.
3. **Simulating Air Pollution Detection:** My prototype was designed to simulate the process of detecting and reporting air pollution. This involves using sensors to measure levels of pollutants in the air, and then processing this data to determine air quality.

4. **Real-Time Streaming of Data:** The Arduino Mega was programmed to stream data in real-time from its sensors. This means that as soon as a sensor reading is taken, it's immediately sent out for processing and display.
5. **Monitoring on a Website:** The real-time data from the Arduino Mega is being monitored on a website. This involves displaying the data in a user-friendly format, such as charts or graphs, and updating these displays whenever new data comes in.

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## SKILLS

- Level two IT Support
- Web Development
- Network Maintenance
- Installation & Configuration
- IT Asset Management
- Social Media Management
- Data Entry

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## VOLUNTEER EXPERIENCE

1. **Campus-Hub Lead for AngelHack, Kabarak University (2021 - 2022)**
  - Role: As the Campus-Hub Lead, I served as the face, voice, and evangelist of AngelHack in my university. My role was to champion their vision of building an ever-growing and engaging developer community around the globe.
2. **Co-Lead at Developer Student Clubs (DSC), Kabarak University (2020-2021)**
  - Role: As a Co-Lead at DSC Kabarak, I pioneered the Google Developer Student Clubs at Kabarak University. My responsibilities included building technical capacity in the University around Google technologies such as Firebase and Google Cloud Platform (GCP).
3. **Mentor at Andela Learning Community (ALC 4.0) (2018-2020)**
  - Role: As a mentor at the Andela Learning Community, I guided a group in the basics of Google Cloud Platform, including Storage Buckets, Kubernetes, VM instances, and more.

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## CERTIFICATIONS

1. **HCIA-Security**
  - Issued by: Huawei
2. **HCIA-Datcom**
  - Issued by: Huawei
3. **Google IT Support Professional Certificate**
  - Issued by: Google via Coursera
4. **Intellectual Property**
  - Issued by: Kabarak University
5. **OCI Foundations 2021 Associate**
  - Issued by: Oracle
6. **HCSA-Sales-Digital Power**
  - Issued by: Huawei
7. **HCSA-Sales-Intelligent Collaboration**
  - Issued by: Huawei
8. **HCSA-Sales-Transmission & Access**
  - Issued by: Huawei
9. **HCSA-Sales-Storage**
  - Issued by: Huawei

## 10. Machine Learning TensorFlow with GCP

- Issued by: Google via Coursera

## 11. Digital Marketing

- Issued by: Google Digital Skills for Africa
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### Referees:

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Please feel free to reach out to them for any further information.