### ****Bonface Njagi Nderi****

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### ****Professional Summary****

I am a results-driven IT Practitioner with 8 years of experience in optimizing system performance, reliability, and security. I have expertise in managing technical support operations, troubleshooting complex issues, identifying root causes, and implementing solutions to ensure seamless IT functionality and business continuity.

### ****Core Skills****

* **Networking & Cybersecurity:** Strong background in computer networking, IT security, and data protection
* **Data Analytics & Compliance:** hands-on experience in data analytics, reporting, and knowledge of compliance and regulatory standards.
* **IT Support & Troubleshooting:** Extensive experience in troubleshooting hardware and software, resolving issues efficiently.
* **Technical Documentation & Development:** Experienced in creating training materials, technical documents, and solutions in web technologies and graphic design.
* **Interpersonal skills -**building strong professional relationships and fostering collaboration
* **Soft Skills:** Report writing, problem solving, critical thinking , planning skills, Interpersonal, team leadership and inter-departmental communication.

### ****Education Background****

* **Dedan Kimathi University of Technology**

-Bachelor of Science in Information Technology April 2015

* **St Phillips College of Arts and Technology**

- Computer Applcation Course Sept 2012

* **Ikawa Secondary School**

-Kenya Certificate of Secondary Education (KCSE) November 2009

* **Mutembe Primary School**

-Kenya Certificate of Primary Education (KCPE) November 2004

### ****Certifications****

* **Cisco Networking Academy**

- CCNA 1&2: Introduction to Networks May 2024

* **ICT Authority, Kenya**

- ICT Network Standards March 2024

### ****Professional Memberships****

* **ICT Practitioner - ICT Authority of Kenya**

- Membership No. ICTA/STD/PROF/2B36A18B4

* I**CT graduate - ICT Authority of Kenya**

- Membership No. ICTA/STD/GRAD/F002/58

* **Computer Society of Kenya**

- Membership No. 144205

**Trainings and Awards**

* Good Staff Relationship awards - Customer service week October 2022
* Annual ICT Management & Leadership Conference October 2022
* Integrity Assurance Officers Course - National Integrity Academy /EACC April 2022
* Cybersecurity awareness by ISACA Kenya Chapter June 2020
* Cybersecurity essential training by LEARNOVATE June 2020
* Basic Skills -office Productivity and Automotive Training by LERNOVATE June 2020

### ****Work Experience****

**ICT Officer II | Social Health Authority (SHA)** Nov 2024 - Present

* Maintained accurate records of SHA ICT equipment, software licenses, and inventory for effective asset management and audit readiness.
* Recommended innovative solutions, supported ICT project planning, and implemented system upgrades and migrations.
* Coordinated technical and operational requirements with stakeholders, including healthcare providers and internet service vendors.
* Provided technical support, resolved issues, trained staff on SHA ICT tools, and promoted best practices for efficiency.
* Installed, configured, and maintained ICT infrastructure, ensuring optimal performance through monitoring and troubleshooting.
* Enforced compliance with SHA ICT policies and regulatory standards.

**Other Duties Include:**

* Coordinating procurement activities, including sourcing, managing vendor relationships, and ensuring compliance with SHA procurement policies.
* Reception and customer care services.

**ICT Officer II | National Hospital Insurance Fund (NHIF)** Oct 2017 - Nov 2024

* Liaised with stakeholders, including healthcare providers and internet service providers, to coordinate technical and operational requirements.
* Maintained accurate records of NHIF ICT assets, software licenses, and inventory for effective management and audit readiness.
* Stayed updated on emerging technologies, recommending innovative solutions and supporting the planning, implementation, and upgrades of NHIF ICT projects and systems.
* Provided technical support to staff, resolving hardware/software issues, training users, and promoting best practices to enhance efficiency.
* Installed, configured, and maintained ICT infrastructure, ensuring optimal performance through monitoring, troubleshooting, and system updates.
* Managed user accounts and enforced compliance with NHIF ICT policies and regulatory standards.

**Other Duties Include:**

* Coordinating procurement activities, including sourcing, managing vendor relationships, and ensuring compliance with NHIF procurement policies.
* Reception and customer care services.

**ICT Officer | Bookhurst International School** Jan 2016 – Sep 2017

* Conducted training-needs analysis, designed and updated training programs on software packages and information systems, and delivered effective sessions both in-person and online.
* Monitored, evaluated, and reported on training effectiveness.
* Maintained expertise in specialized ICT subjects, evaluating and reporting on student performance.
* Partnered with internet service providers to resolve complex Wide Area Network issues.
* Maintained and troubleshooted computer hardware, software, and networks to ensure seamless operations.
* Installed, issued, and stored ICT equipment and software.
* Provided orientation and ongoing support for new users of existing and emerging technologies.

**Other Duties Include:**

* Coordinating the aviation program between Bookhurst International School and Wilson Airport to facilitate smooth program delivery.
* Delivered ICT courses to students from Grade 9 to A-level, ensuring a comprehensive understanding of ICT concepts.

**4. Intern ICT Technician | Development Survey Services, Chuka** June 2015 – Dec 2015

* Developed recovery plans, analyzed system requirements, and prepared technical specifications with cost estimates to support IT needs.
* Implemented security policies, including password protocols and access controls, while enhancing system performance through upgrades.
* Developed comprehensive user training manuals to facilitate smooth transitions post-upgrade.
* Led a company-wide Windows 10 upgrade for 80+ users, delivered on time and within budget.
* Maintained and updated hardware, software, and networks for business continuity.
* Designed innovative solutions like a unique company logo and delivered exceptional customer service, consistently achieving high client satisfaction ratings.

### ****Referees****

**Mr. Mutuma Kaaria**  
Branch Manager | Social Health Authority (SHA), Marsabit  
Email: mkaaria@nhif.or.ke  
Phone: 0721535408

**Mr. Peter Leitemu**  
Branch Manager | Social Health Authority (SHA), Kajiado  
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**Mr. Dennis Kiogora**  
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