Bonface Njagi Nderi

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April 10, 2025

The Chairperson

Social Health Authority

P.O Box 30443-00100

Ragati Road, Nairobi.

Dear Chairman,

SUBJECT:APPLICATION FOR THE POSITION OF BENEFICIARY REGISTRATION & COMPLIANCE OFFICER 1 – SHA/96/2025

I am writing to express my interest in the above referenced position as advertised on the SHA portal and Staff memo. With nine years of cumulative experience, including seven years role as Officer II at the defunct National Hospital Insurance fund, now Social Health Authority, I bring a strong commitment to excellence and valuable technical expertise to this position.

In my current role, I have honed a wide range of technical skills in network administration, IT security, troubleshooting, and software management. My experience has provided me with an in-depth understanding of maintaining IT infrastructure, ensuring system security, and providing timely solutions to support operational efficiency. Throughout my career, I have delivered innovative solutions to enhance system efficiency, supported user needs effectively, and contributed to organizational goals. I am confident in my ability to excel in this position and uphold the mission and vision of the Social Health Authority.

I look forward to the opportunity to discuss my qualifications. Please find my resume attached for your review.

Yours sincerely,

Bonface Njagi

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

Address: 17-60400 Chuka, Tharaka-Nithi County  
Phone No:070148953  
Email : [bonfacenjaginderi@gmail.com](mailto:bonfacenjaginderi@gmail.com)

### ****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  
Email: pleitemu@nhif.or.ke  
Phone: 072185047

**Mr. Dennis Kiogora**  
Financial Advisor | Britam, Chuka  
Email: dkiogora@britam.com  
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