CEDRICK SHIKOLI
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Career Profile

A skilled, qualified, and talented Information Communication Technology Professional with experience in ICT management, administration, leadership, training, support (User/PC support), software, data analysis, customer care, and networking knowledge for over 10 years of hands-on experience.

Professional Strengths and Skills

- ✓ In-depth knowledge and experience in IT administration, education, training, and Curriculum development.
- ✓ Good in ICT management and inventory keeping, knowledge of ICT policies and security
- ✓ Excellent strategic leadership, Oral and written communication, presentation, organizational, and management skills to achieve required goals.
- ✓ Experience in Computer Troubleshooting, maintenance, systems/user/technical support/diagnostics, research, data collection, data cleaning, and analysis.
- ✓ Analytical skills approach and issue/problem-solving and documentation skills, goal-oriented and team player.

Achievements as The ODeL Coordinator

- ✓ Coordinated the ODeL program/school to its accreditation by CUE in the University.
- ✓ Improved team productivity with regular communication and progress updates, fostering a collaborative work environment.
- ✓ Implemented and managed advanced educational technologies and platforms that facilitated online learning, such as learning management systems (LMS), virtual classrooms, and multimedia resources.
- ✓ Managed project timelines for successful completion, ensuring milestones were met within set timelines.
- ✓ Collaborated with department heads to develop strategic plans aligning with overall company objectives, fostering a unified approach toward shared goals.
- ✓ Enhanced customer satisfaction by responding promptly to inquiries and addressing concerns professionally.
- ✓ Coordinated cross-functional teams, resulting in seamless project execution and enhanced outcomes.
- ✓ Provided training and ongoing support to faculty members to enhance their ability to deliver quality education in an online environment.
- ✓ Established and maintained standards for online courses and programs to ensure they are of high quality and meet accreditation requirements.
- ✓ Utilized data and analytics to monitor program effectiveness, identify areas for improvement, and make informed data-driven decisions about program development.
- ✓ Coordinated cross-functional teams, resulting in seamless project execution and enhanced outcomes.

- ✓ Enhanced operational workflows by maintaining well-organized documentation systems and updating records accurately.
- ✓ Provided effective student and customer support and engagement strategies that increased the enrollment and retention of students in the program.

Work Experience

September 2024 – Present   Assistant Lecturer (part-time) Multimedia University

- ✓ Lecturing, Evaluating, and Mentoring in the Department of Information Technology.
- ✓ Assessing, Administering, and Marking examinations in the department.

September 2023 – Present   Assistant Lecturer (Part-time) Masinde Muliro University

- ✓ Lecturing, Evaluating, and Mentoring in the Department of Information Technology.
- ✓ Assessing, Administering, and Marking examinations in the department.

June 2023 – September 2024   ODeL Coordinator   Kiriri Women's University

Duties and Responsibilities

- ✓ Manage and maintain the university's learning management system (LMS)/ other ODeL technologies.
- ✓ Ensuring that ODeL programs comply with relevant quality standards and guidelines.
- ✓ Monitoring and evaluating the effectiveness of ODeL programs and making recommendations for improvement, Managing and supervising ODeL staff and resources.
- ✓ Developing and implementing effective online and distance learning programs.
- ✓ Conducting regular needs assessments to identify gaps and opportunities for improvement in ODeL.
- ✓ Collaborating with faculty and instructors to design and develop online course materials.
- ✓ Providing support and training to faculty, instructors, and students on using ODeL technologies platforms.
- ✓ Collaborating with other departments to ensure the smooth delivery of ODeL programs.
- ✓ Keeping up-to-date with new and emerging ODeL technologies and trends.

September 2021 – September 2024   Tutorial Fellow   Kiriri Women's University

Duties and Responsibilities

- ✓ Lecturing in the Computer Science and Information Technology department.
- ✓ Designing, developing, and implementing training programs, modules, and curriculum.
- ✓ Practical administration and supervision, exam registration, and booking.
- ✓ Led a departmental committee for academic program development and curriculum review.
- ✓ Project and internship supervision for students.
- ✓ Systems troubleshooting, technical support, and network administration.

January 2021 – August 2021   ICT Tutor   Mahanaim International School

- ✓ Plan lessons/activities according to curriculum standards and Instruct in a manner that develops and facilitates students' confidence in their abilities to acquire basic and advanced skills.

- ✓ Monitoring student progress through invigilation, supervision, and grading projects, quizzes, and ICT and Computer Science examinations.
- ✓ Perform regular hardware and software updates on ICT devices, running diagnostics and maintaining the network to keep up-to-date with the best technology.
- ✓ Assisting the examination office in designing reports and consolidating of marks using technological methods.
- ✓ Providing technical/user support to teachers and students as well as tutoring in the ICT and Computer Science units.

July 2019 – September 2019   **ICT Supervisor**   **Kenya National Bureau of Statistics**

Duties and Responsibilities
- ✓ Managing and coordinating the sub-location enumeration area and training center.
- ✓ Management of data collection and submission of the consolidated report.
- ✓ Training and supervision of the Content Supervisors and Enumerators
- ✓ Providing technical support on ICT issues and system administration of gadgets
- ✓ Distribution of materials and resources

June 2010 – July 2019   **Graduate Assistant**   **Zetech University**

Duties and Responsibilities
- ✓ E-learning platform (portal) administration and training.
- ✓ Designing, developing, and implementing training programs, modules, and curriculum.
- ✓ Practical administration and supervision, exam registration, and booking.
- ✓ Overall Lead ICT club patron. Research, project allocation, and student engagement team leader.
- ✓ Supervision of intern students, project presentations, and Curriculum review coordination.
- ✓ Lecturing allocated units in the Faculty of Information Technology and supervising student presentations, providing timely data and reports for semester evaluation.
- ✓ Systems troubleshooting, technical support, and network administration.

August 2009 – June 2010   **Freelance ICT Specialist/Support Technician**
- ✓ Provided consultation services to clients of different statures.
- ✓ Configured, installed, and maintained PC hardware and operating systems.
- ✓ Provided technical assistance as well as advice to my clients.

March 2009 – July 2009   **Intern**   **Ministry of Youth Affairs and Sports**

Duties and Responsibilities
- ✓ Provide IT support and training on hardware and software used in response to client requests and also provide support for basic client products, peripherals, network, and physical moves.
- ✓ Assisting with user training and support activities to ensure successful software system adoption.

- ✓ Performing a variety of general administrative duties and tasks for the technical program, routine, non-complex systems, and networking administration. Coordination of plans and scheduling the installation and deployment of new software/hardware upgrades and fixes.
- ✓ Configuration and installation of PCs, peripheral equipment, and other personal computing devices. Troubleshooting and diagnosis of problems by evaluating multiple options using available checklists and guidelines. Implementation of predetermined software or hardware changes to rectify any issues.

June – August 2004 **ICT Intern** **Kenya Railways**

Duties and Responsibilities: General computer maintenance, monitoring, troubleshooting, and repair of PCs and the network.

Academic Qualifications

May 2017 – September 2019 **MSC in Computational Intelligence** **University of Nairobi**
- ✓ Majored in Analytics and Business Intelligence.

25ᵗʰ – 29ᵗʰ April 2016 Oracle Training in Database and SQL Design

2ⁿᵈ – 6ᵗʰ May 2016 Oracle Training in Java Programming

May 2007 – December 2009 **Degree in Information Technology** Jomo Kenyatta University of Agriculture and Technology
- ✓ Second Class Upper Division (With Honors) **(JKUAT)**

May 2002 – December 2003 **Diploma in Information Technology** Jomo Kenyatta University Agriculture and Technology
- ✓ Credit **(JKUAT)**

Other Qualifications

- ✓ Self-learning of Data Analysis Tools: Power BI, Orange, Tableau, IOT, Cyber security
- ✓ Oracle Sponsored Workshop in Java Cloud Service, Database Cloud Servi,ce and Bare metal & Ravello (I.A.A.S)

Referees:

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