

CURRICULUM VITAE

Personal Information

Full Name: Derick Omondi Ouma

Phone: 0748 800 385

Email: omondiderick31@gmail.com

Location: Bondo, Siaya County

Professional Summary

Motivated and adaptable professional with a strong background in Education, IT support, customer service, and business solutions. Experienced in troubleshooting, client assistance, and digital service delivery. Founder of Skyline Techworks, providing web design, graphic design, and IT support to businesses and individuals. Currently pursuing a Diploma in Teacher Education, combining excellent communication skills with practical ICT expertise to deliver value and efficiency in diverse roles.

Key Skills

- Technical support & troubleshooting
 - Web development & graphic design
 - Customer service & client training
 - Computer hardware/software maintenance
 - Teamwork & collaboration
 - Time management & organization
 - Digital services (printing, scanning, eCitizen, KRA, HELB)
 - Strong written & verbal communication
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Work Experience

Founder & Lead Technician

Skyline Techworks – Usenge | 2024 – Present

- Provide web design, graphic design, and IT support services to clients.
- Deliver custom websites and branding solutions for businesses.

- Offer technical troubleshooting and system maintenance for SMEs and individuals.
- Manage client relationships, ensuring high-quality service delivery.

Cyber Café Attendant

Tali Technologies – Bondo | Present

- Assisted customers with computer use, internet browsing, and online applications.
 - Maintained and troubleshooted hardware/software to ensure smooth operations.
 - Provided printing, scanning, and digital documentation support.
 - Guided clients through government e-services (eCitizen, KRA, HELB, etc.).
 - Ensured excellent customer service and resolved client challenges promptly.
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Education

Diploma in Teacher Education (Ongoing)

Bondo Teachers College – 2024 to Present

Kenya Certificate of Secondary Education (KCSE)

Joyland Special Secondary School – 2019 to 2022

Kenya Certificate of Primary Education (KCPE)

Kayogo Primary School – 2010 to 2018

Certifications

- Cyber Security Essentials – 2025
 - Certificate in Computer Packages – 2023
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Referees

Jayden Odera
Business Owner
Phone: 0731 931 788

Noah Owaga
Tali Technologies
0700532507