Edwin Oduor Ong'aro
IT Support Specialist | System Administrator | DevOps Enthusiast
Nairobi, Kenya
Phone: +254 729 944 920 / +254 714 640 589
Email: eoduor59@yahoo.com
LinkedIn: LinkedIn Profile

Professional Summary

IT Support Specialist with over five years of hands-on experience providing Level 1–3 support, managing system infrastructure, and troubleshooting complex IT issues. Skilled in both on-premise and cloud-based environments with strong command of system administration, network configuration, and automation. Experienced in backend systems and API integration for business-critical platforms. Committed to ensuring uptime, efficiency, and security in all IT operations.

Key Skills

- **Technical Support**: Level 1–3 user support, issue diagnosis, resolution tracking

- **System Administration**: Linux & Windows server management, system updates, backups

- **Networking**: RJ45 & optical fiber setup, network configuration, basic switching/routing

- **IT Infrastructure**: Hardware/software installation, device management, security practices

- **Automation & DevOps**: CI/CD pipelines, scripting, cloud services optimization

- **Database & Backend Support**: MySQL, PostgreSQL, PHP (Laravel, CodeIgniter), REST APIs

- **Tools & Methods**: Git, Agile/Scrum, Jira, remote support tools

Professional Experience

DevOps Specialist & IT Support
Zendawa Africa – *Nairobi, Kenya*
Oct 2024 – Present

- Manage cloud infrastructure and automate deployments using CI/CD tools.

- Provide comprehensive Level 1–3 internal support for all business systems.

- Monitor and improve system performance, reliability, and security.

- Collaborate across teams to resolve cross-functional technical issues.

System Support / Software Developer
Icore Information Systems Ltd *(Remote)*
Jan 2024 – Present

- Offered remote system support and troubleshooting for clients across financial and POS platforms.

- Integrated third-party APIs including KRA eTims and M-Pesa into business systems.

- Addressed urgent technical issues and advised on backend optimization.

IT Support & Software Developer
Icore Information Systems Ltd
Aug 2021 – Aug 2022

- Provided on-site and remote user support, handled routine IT maintenance.

- Developed backend features and supported systems updates and installations.

- Assisted with server setup, endpoint configurations, and training staff on IT systems.

Academic Writer & Researcher
Fine NDE Tech
2020

- Conducted technical research and produced academic content on a wide array of topics, most notably computing and engineering.

IT Intern – Fiber Optic Technician
Telkom Kenya Limited
2016

- Participated in fiber optic cable splicing, installation, and testing.

- Assisted in network setup and mapping projects across urban infrastructure.

Education & Certifications

- **Bachelor of Science in Computer Science**, Laikipia University
  2013 – 2018 | Second Class Honors

- **Google IT Support Professional Certificate** (Coursera / Google)

Projects of Note

- **Zen AI Diabetes Assistant:** An AI assistant that gives information and answers queries about diabetes. This helps in possible early detection, prevention measures and offers diagnostic advice.

- **Zendawa Africa Web Platform**: Supports remote medical consultations and pharmacy services.

- **Bank REST API System:** This provides endpoints that banks, especially Equity Bank, consume and give notification information to the client system. This increases efficiency and support in balancing accounts by over 90%

- **Loan Management System – Orao Investments**: Designed and maintained a loan tracking system making it easier to enforce compliance and alsao track company profits.

- **Hotel Management System – Conrad Resort**: Developed booking and POS systems.

- **KRA eTims API Connector**: Facilitates real-time tax compliance integration.

Interests

- System automation & administration

- Network security and architecture

- Continuous learning & technical troubleshooting

References

Available upon request.