

# FELIX ODONGO OCHIENG

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## OBJECTIVE

Two-year experienced ICT personnel with an Associate Practical skills and providing a wide-ranging of services ie. installing, troubleshooting and fixing software and hardware in various computer and network systems. Exceptional written and verbal communication skills, am able to explain complicated information to end-users to ensure efficient use of technologies, Hard-working and reliable professional.

## EXPERIENCE

September  
2024 -  
November  
2024

### JUDICIARY OF KENYA -KISUMU

ICT OFFICER ATTACHEE

My responsibilities are:-

- Helping users on case tracking system (CTS) and educating them on how to update cases
- Install, configure, and maintain hardware and software components of our ICT infrastructure, including servers, networks, and peripherals.
- Monitor system performance and troubleshoot issues, ensuring timely resolution and minimal downtime
- Provide technical support and assistance to end users, resolving hardware and software issues and answering technical queries
- Set up virtual court

2023  
September  
- 2023  
November

### JUDICIARY OF KENYA -KISUMU

ICT OFFICER ATTACHEE

My responsibilities were:-

- Planning and organizing virtual court session
- Educating staffs on about CTS and helping them on how to use it in case tracking process
- maintaining computer systems and networks
- providing technical support to court assistants
- Maintaining software and hardware,
- facilitating IT training for staff

May 2022 -  
August  
2023

### PHYLL CYBER

COMPUTER TECHNICIAN

My responsibilities were

- Assist customers when they have trouble or questions using computer softwares such as Microsoft Office, Adobe softwares and all softwares that are being used in the cyber cafe.
- Provide services such as scanning, printing, downloading and all other operations provided by the cafe.
- Troubleshoots different kinds of computer programs, hardwares and softwares.
- Provide excellent customer care.
- Maintain cleanliness and orderliness of the place.
- Keep accurate records of logs and inventories of the shop.
- Maintaining computer hardware

May 2021 -  
May 2022

**TRANSMARA SUGAR COMPANY**  
General worker under Dandree  
I worked under the following sections

1. Production
2. Process
3. Mealing
4. Go down
5. Agronomy

## EDUCATION

Currently

**CISCO NETWORKING ACADEMY**  
CNNA NETWORKING

2022 -2025

**Ramogi Institute of Advanced Technology**  
Diploma in Information Communication and Technology

2024

**ICT AUTHORITY, KENYA**  
CERTIFICATE IN CYBER SECURITY AND EMERGING TECHNOLOGIES AWARENESS

2024

**Ajira Digital Kenya**  
Certificate in visual assistance

2024

**Interweave Solutions**  
Certificate in Muster of Business in The Street

2023 June

**Ajira Digital Kenya**  
Certificate in Content Writing and Translation

2023 July

**Ajira Digital Kenya**  
Certificate in Basic Graphics Design

2017-2020

**ST. GEORGES SIANDA MIXED SECONDARY**  
KCSE

2008-2016

**Mawembe Kodero Primary School**  
KCPE

## SKILLS

- Software installation
- Networking
- Desktop support
- User account set up
- Antivirus software installation
- Technology testing
- Problem diagnosing
- Operating system set up
- Hardware maintenance
- Product improvements
- ICT software upgrading
- Microsoft office
- Database Management
- Customer service
- Report creation
- Basic Graphics Design
- Auto Cad drawing

## INTERESTS

- community involvement
- Writing
- Playing piano

## LANGUAGES

- Kiswahili
- Luo
- English

## PROFESSIONAL BODY

- **Internet society of kenya**  
Status: Active  
ID: 2316527

## REFERENCE

- **Dennis Omucheni - JUDICIARY OF KENYA -KISUMU LAW COURTS**  
ICT OFFICER  
+254723671190
- **Daniel Mwita Mosabi - JUDICIARY OF KENYA KISUMU COURT OF APPEAL**  
COURT ADMINISTRATOR  
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- **Lilian Apiyo - Ramogi Institute of advanced technology**  
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