

Elsie Jean-Louis

Information Technology Systems Officer

I am a diligent IT Systems Support Officer with good communication and interpersonal skills who is able to work under pressure to deliver desired results under consistent deadlines. I am adaptable and able to integrate with various teams to collaborate on IT projects. I am able to learn new skills and can meet deadlines with minimum supervision. I am innovative and committed to consistently improve my skills.

✉ jeanlouiselsie@gmail.com

☎ +254 700 828 214

📍 Nairobi, Kenya

🌐 [linkedin.com/in/elsie-louis-2a021a98](https://www.linkedin.com/in/elsie-louis-2a021a98)

EDUCATION

Bachelor's in Business Information & Technology

Strathmore University Strathmore University

04/2014 - 12/2017

Nairobi, Kenya

Courses

- **Business:** Cost Accounting, Entrepreneurship Skills, Human Resource Management.
- **Computing:** Computer Software Applications & Computer Systems & Architecture.
- **Programming & Development:** Analysis & Design, Applications Development.
- **Databases:** Data Structures & Algorithms, Database Management Systems

Kenya Certificate of Secondary Education (K.C.S.E.)

Sacho High School

01/2010 - 12/2013

Baringo, Kenya

COURSES & CERTIFICATES

First Aid Course, Kenya Red Cross Society (11/2017)

Nairobi, Kenya

Cisco Academy (2021)

Introduction to Cyber Security, NDG Linux Unhatched

Child Online Protection (11/2021)

Skills to teach and ensure safe online environment for children

Communications Confidentiality, Directorate of Criminal Investigations. (02/2021)

Nairobi, Kenya

ACCA, Strathmore University (01/2014 - 05/2014)

Nairobi, Kenya

TECHNICAL SKILLS

Programming C, HTML/CSS, Java, Python.

Web Services SOAPUI.

Database Management TOAD for Oracle, SQL.

Operating Systems Windows, Linux, MacOS.

Networking LAN/WAN technology, network monitoring & management.

Project Management Agile and Waterfall Models, ClickUp, MS Projects.

PROJECTS

CA ERP Project (07/2018 - 12/2021)

- Technical documentation, Data Structures, Systems Customisation & Integration, Database Management, Data Processing & Analysis, Data Migration, User Training, Technical Support.

PROJECTS

Smart School Application. (04/2017 - 11/2017)

- I designed and developed an application to give information to parents on a child's day to day activities in school I deployed the app on an android platform using Firebase Database for implementation

WORK EXPERIENCE

Information Technology Officer / Administrator

Communications Authority of Kenya

08/2021 - 12/2021

Nairobi, Kenya

Achievements/Tasks

- Mastery and skill in applying data protection and information security policies, to adequately and effectively manage the safeguarding of information technology and computer systems and servers.
- Conducting development and maintenance activities for assigned set of back-office applications, while support technical design decisions; ensure all points of integration are incorporated.
- Expert knowledge of advancements in the information technology industry to define issues and problems; to develop new theories, concepts, standards, and methods in IT program/project management.
- Ensuring assigned resources on development projects meet business requirements and goals, fulfill end-user requirements and identify and resolve systems issues.
- Performing functions on projects such as scope and requirement documentation, test case development, and user acceptance testing Supporting the businesses' day-to-day activities and system usage / entitlement.
- Planning and tracking multiple operations projects, resource planning and allocation, task delegation to accomplish project goals and objectives, ensuring timely resolution of issues, using escalation as necessary, creation of ongoing status and implementation reports.
- Statistical evaluation of incidents to include frequency/duration of incidents, incident categorization/prioritization and resolution in conjunction with other IT personnel, identifies and document any known issues.
- Monitoring, tracking and maintaining of administrative records of contract progress, status funding, budget, expenditures, performance, and prepares and delivers contracts briefings for management.
- Developing a short-term plan for the operations, functions, development and maintenance of IT infrastructure.

Information Technology Officer / Assistant

Communications Authority of Kenya

05/2019 - 08/2021

Nairobi

Achievements/Tasks

- Collaborating with assigned team and user departments to execute application roadmap and plan for resourcing and upgrade.
- Creating maintaining end user accounts and provide end user training as needed.
- Ensuring that desktop, laptop and server passwords and related policies are in line with established corporate standards.
- Maintenance of network and internet connectivity to ensure stable operation, availability of bandwidth, and reliable connection to the internet and ICT based systems.
- Expertise in integrating and optimizing IT infrastructure monitoring capability to provide advance incident/event notification and performance metrics in compliance with Service Level Agreements (SLAs.)
- Coordinating and administering computer support services with off-site facilities and regional offices and assist with IT asset management.
- Risk mitigation and security planning of systems and databases leading to improved system confidentiality, integrity and availability.
- Interfacing with business stakeholders and IT team members to work through the start-up phases of projects, ensuring business requirements and business acceptance documents are accurately developed.
- Administering group policies for workstations and user profile configurations and deploy software and patches to workstations and mobile devices.
- Preparing and maintaining the documentation and standard operating procedures and checklists for end users and other technicians.



WORK EXPERIENCE

Information Technology Officer / Intern

Communications Authority of Kenya

10/2018 - 05/2019

Nairobi

Achievements/Tasks

- Gathering facts and use effective analytical and evaluation methods to assess connectivity down-time situations, plan the sequence of actions, make sound decisions, solve problems and analyze system logs to minimize future occurrences.
- Providing support for remote access and mobile computing devices and recommending updates.
- Investigating outages or problems and the subsequent restoration of service, determine root cause and ensure remediation.
- Helping to drive adoption of the enterprise collaboration technologies at CA by reviewing processes and procedures to identify quality and efficiency opportunities.
- Knowledge of IT risk assessment concepts and methods to identify risk level for CA authorizing officials to make an informed decision.
- Learning IT requirements and ensure delivered applications meets the Communications Authority of Kenya's standards for security, platform and performance.
- Knowledge of the operation, installation, analysis, and knowledge of network architecture, interrelationships, operating modes, configuration, topology, and protocols typically found at base level.
- Detailed knowledge of current threats, attack signatures, and vulnerabilities with system hardware, software, and infrastructure.
- Responding to help desk calls and e-mails, log computer problems, and work with the IT team to resolve simple to complex technology issues in a timely manner.
- Testing software applications and business systems and assisting with the daily change management process.

Information Technology Systems Support Officer | Intern

Eka Hotel

01/2017 - 04/2017

Nairobi

Achievements/Tasks

- Assisting in performing preventative maintenance and upgrades on various systems and recognise problems which are beyond intern's capabilities and learn from the experts in the department.
- Analysing IT Help Desk case data to identify opportunities for case reduction and service improvement and Presenting service metrics to support internal reviews.
- Supporting multidisciplinary systems and application activities including Installing, configuring and maintaining systems hardware, software and components.
- Building presentation skills coached and mentored by mentors.
- Assisting in troubleshooting of various systems and propose options to resolve any identified faults.
- Developing skills vitally important in today's business environment including team-based interaction, the ability to manage outcomes without having authority over others and the capability to aid in the direction of IT initiatives.
- Assisting in facilitating meetings and assist in capturing, documenting, and validating user requirements Obtains and maintains up-to-date knowledge of the company's business functions, work processes and systems.
- Understanding the business and gaining EKA Hotel specific knowledge to help streamline business processes via technology enhancements while liaising between business users and developers.



SKILLS

Critical Thinking

Problem Solving

Team Work

Communication Kills

Adaptable

Analytical

Communication

Strategic Thinking

Presentation

Organisational

Attention to detail

LANGUAGES


English
Full Professional Proficiency

Kiswahili
Full Professional Proficiency


French
Limited Working Proficiency

INTERESTS

 Computer Systems

 Current Affairs

 Networking

 Reading

VOLUNTEERING

Volunteer

Lucina School

02/2015 - 03/2015

Buruburu, Nairobi

Tasks/Achievements

- 300 hours of community service

Volunteer

Open Hand Childres's Home

08/2016 - 09/2016

Kitengela

Tasks/Achievements

- Support in raising funds and mobilisation to build a 400,000 litre water reservoir.

REFERENCES

Mr. Raphael Njeru, Manager, Information Security, IT&ERM Department, Communications Authority of Kenya.

Contact : rnjeru@ca.go.ke - 0722367767

Mr. Paxton Musomba, Ag. Manager, Networking & Infrastructure, IT&ERM Department, Communications Authority of Kenya.

Contact : musomba@ca.go.ke - 0722301822

Mr. Gilbert Yamo, IT Administrator, Eka Hotel

Contact : gyamo@ekahotel.com - 0727774084