

Shadrack James Onyango

✉ malilishaddy@gmail.com

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🇰🇪 Kenyan

Professional Experience

09/2023 – 12/2023
Ngong, Kenya

IT Tutor, NIMA College Ngong

Duties

- Teaching students the assigned units in accordance with the syllabus
- Offer guidance and counselling
- Assessing the students and giving grades
- Being a role model to my students
- Supervising trainee's projects and practical work.
- Performing hardware and software installations, configurations, and updates
- Troubleshooting and resolving issues with software or hardware.
- Changing configurations, settings and permissions to fix computer issues.
- Responding in a timely manner to service issues and requests.
- Manage IT inventory of Software and hardware.
- Resolving IT support requests from employees, answering employee questions regarding computer systems

01/2023 – 08/2023
Kericho, Kenya

IT Support Assistant, Orao Investment Limited

Duties

- Performing hardware and software installations, configurations, and updates
- Troubleshooting and resolving issues with software or hardware.
- Changing configurations, settings and permissions to fix computer issues.
- Responding in a timely manner to service issues and requests.
- Manage IT inventory of Software and hardware.
- Resolving IT support requests from employees, answering employee questions regarding computer systems

04/2021 – 06/2021
Nairobi, Kenya

ICT Intern, The University of Nairobi

Duties

- Support the IT team in maintaining hardware, software, and other systems
- Installing and configuring computer hardware operating systems and applications.
- Providing technical support for the departments and printing and scanning documents
- Responding to information requests from authorized Staff.
- Handling additional duties from time to time
- Support the IT team in maintaining hardware, software, and other systems.
- Set up, configure, and maintain computers, mobiles, hardware, systems, and applications
- Assist with troubleshooting issues and provide technical support.
- Development and maintenance of software applications.
- Installation and maintenance of computer networks. (WAN and LAN)

- Ensure availability of computer systems and infrastructure
- Organize and maintain IT resources.
- End user support.
- Updating employees on the status of their service requests.
- Resolving IT support requests from employees, answering employee questions regarding computer systems.
- Any other duties as assigned by the immediate supervisor.

Profesional Qualification

Programming

Experience in Web Development(HTML,CSS,Javascript.Php)

Experience in SQL

Experience in Java programming

Experience in Python Development

Networking

Experience in Switching and Routing

Experience in Network setup

Computer Literacy

Operating System

Computer packages

Computer Applications

Computer maintenance and support

Education

2017 – 2022 **BSC Information Technology, Taita Taveta University**
Voi, Kenya

2013 – 2016 **KSCE Certificate, Kakamega School**
Kakamega, Kenya

References

Samuel Onyango, *Teacher*, St Joseph Mirogi
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Monica Agunda, *The University of Nairobi*
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Newton Mukoyani, *Manager*, NIMA College Ngong
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SHADRACK JAMES ONYANGO,
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0743523789,
NAIROBI.

8/02/2024

HUMAN RESOURCE OFFICE,
ORIENT SACCO LIMITED,
P.O. BOX 1842-01000,
THIKA.

Dear Hiring Manager,

RE: ICT OFFICER POSITION

I am writing to express my keen interest in the ICT Officer position at Orient Sacco Limited, as recently advertised. With a Bachelor's degree in Information Technology and a wealth of hands-on experience in the field, including roles as an IT Support Officer at Orao Investment Limited and as an IT Tutor at NIMA College Ngong', I am eager to bring my expertise to your esteemed organization and contribute to its technological advancement.

My experience at Orao Investment Limited provided me with a comprehensive understanding of IT infrastructure and support processes. I successfully managed technical support tasks, resolved hardware and software issues promptly, and ensured the smooth functioning of IT systems. Moreover, my tenure as an IT Tutor at NIMA College Ngong' equipped me with strong mentoring abilities, enabling me to effectively communicate complex technical concepts to diverse audiences.

I am particularly drawn to Orient Sacco Limited due to its esteemed reputation in the financial sector and its commitment to leveraging technology to drive innovation and enhance service delivery. I am enthusiastic about the prospect of utilizing my skills to support Sacco's IT requirements and contribute to its continued success.

With a Bachelor's degree in Information Technology, I have acquired a solid foundation in IT principles and practices, preparing me well for the challenges of this role. I am deeply motivated to further enhance my skills and knowledge in the dynamic field of IT, and I am eager to undertake new responsibilities and initiatives.

I am confident that my technical proficiency, coupled with my dedication to delivering exceptional service, make me a strong candidate for the ICT Officer position at Orient Sacco Limited. I am excited about the opportunity to collaborate with your team and contribute to the achievement of Sacco's objectives.

Thank you for considering my application. I am available for an interview at your earliest convenience . I am looking forward to discussing how my background and skills align with the requirements of Orient Sacco Limited.

Warm regards,

Shadrack James Onyango



Certificate No: TTU-C 2644

TAITA TAVETA UNIVERSITY

This is to certify that

Shadrach James Onyango

having satisfied all the requirements
for the award of the degree of the

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Second Class Honours (Upper Division)

was admitted to the degree
at a congregation held at
this University on
Friday the Twenty Third of September
in the year Two Thousand and Twenty Two

Deputy Vice Chancellor
(Academic, Research and Outreach)



Vice Chancellor

Introduction to Cybersecurity

For completing the Cisco Networking Academy® Introduction to Cybersecurity course, and demonstrating the ability to explain the following:

- Global implications of cyber threats
- Ways in which networks are vulnerable to attack
- Impact of cyber-attacks on industries
- Cisco's approach to threat detection and defense
- Why cybersecurity is a growing profession
- Opportunities available for pursuing network security certifications

Shadrack James

Student

Cisco Academy (Network ctech)

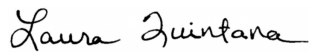
Academy Name

South Africa

Location

29 Apr 2021

Date



Laura Quintana
VP & General Manager, Cisco Networking Academy



UNIVERSITY OF NAIROBI
FACULTY OF EDUCATION

**OFFICE OF THE ASSOCIATE DEAN,
KENYA SCIENCE CAMPUS**

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Nairobi, Kenya
E-mail: kscampus@uonbi.ac.ke
Website: ksc.uonbi.ac.ke

Our Ref: UON/CEES/KSC/3/24

Date: July 19, 2021

TO WHOM IT MAY CONCERN

RECOMMENDATION LETTER FOR SHADRACK JAMES ONYANGO, ID NO 35913733

This is to confirm that the above person took an industrial attachment in the University of Nairobi from 3rd April 2021 to 11th June 2021.

While on attachment in the university, he was engaged in the ICT department at the Kenya Science Campus and his duties included the following:

- Installing and configuring computer hardware operating systems and applications.
- Making necessary updates.
- Maintaining computer systems.
- Troubleshooting systems and network problems.
- Supporting the rollout of new applications.
- Taking inventory of the computer devices available.
- Diagnosing and solving hardware faults.
- Setting up new users accounts and solving active accounts issues.
- Providing support for other departments in printing and scanning documents.

Onyango is a disciplined, hardworking and reliable person who carried out his assignments with minimum supervision.

I strongly recommend him to any organization that requires his professional input since he will contribute positively to meeting the organization's objective and we wish him all the best.

Yours faithfully,

MARTIN MATIVO
ASSISTANT REGISTRAR

