

PERSONAL DETAILS

NAME: VANESSA AMONDI OMOLO
POSTAL ADDRESS: P.O. BOX 66889-00800, Nairobi.
TELEPHONE NUMBER: 0715962742
EMAIL ADDRESS: omolov@gmail.com

EDUCATION AND QUALIFICATIONS

2020 – To date

Master's in Information Systems and Technology at the United States International University.

2011 –2017

Obtained Second Class Honours Degree in BSc. Electronic and Computer Engineering from Jomo Kenyatta University of Agriculture and Technology.

2007 – 2010

Completed Secondary School Education at The Kenya High School with a mean grade (A-).

CAREER OBJECTIVES

To utilize my technical skills to achieve set targets and develop the best performance in the organization. I would like to implement my innovative ideas, skills and creativity for accomplishing projects.

WORK EXPERIENCE

1. Fireside Communication Limited

3rd September 2018 – 31st October 2019

Position: Customer Service and Support Assistant

Role: -

- Liaising with the Safaricom Technical Enterprise Services (TES) team and with clients in scheduling, deployment, support, and maintenance of Fixed Data customer solutions.
- Assigning and managing the technical teams assigned to Fixed Data installations, support and maintenance.
- Ensuring completion of assigned installations, support and maintenance tasks by monitoring work progress performed by field engineers.
- Maintaining regular updates of assigned active tickets sent via mail or via the TIBCO, Cellbase and Remedy systems.
- Resolving all tickets within the guided SLA and sending reports on time.
- Providing excellent customer service by responding to inquiries and concerns from clients and staff.
- Monitoring Orion (Network Monitoring Tool) and giving regular updates on the status of links to Safaricom Technical Enterprise Services (TES) team.

- Providing administrative support to all engineers.
- Obtaining and maintaining customer records and sharing them with Safaricom.
- Preparing and sending monthly support and maintenance reports to the respective departments.

2. **Internship Program** (3 months)

27th November 2017 to 1st March 2018

Wananchi Group, Network Operations Centre (NOC)

While on internship I was exposed to the following duties: -

- Continuous and proactive monitoring of all network and systems elements.
- Escalation and reporting of faults within a defined escalation structure in the company and/or to other relevant service providers.
- Management and proactive use of all tools provided to ensure high availability and attainment of service levels.
- Providing notification and status updates on outages to other departments and upper management.

3. **Internship Program** (3 months)

4th October 2015 to 4th January 2016

Safaricom Limited, the Technology Service Assurance and Governance (TSAG) department.

While on internship I was exposed to the following duties: -

- Reviewing call success rates, paging success rates, drop calls and KPIs affecting revenue generation.
- Reporting to the network engineering team on all anomalies affecting general performance and revenues for rectification.
- Ensuring that new technologies are integrated, and products are performing as per perceived plans and analysis on revenue streams.
- Checking the health of Network & Services KPI's after Work-Order execution.

CLUBS

- Kenya High School Swim Team
- Research Club of Kenya
- JKUAT Society of Engineering Students

VOLUNTEER WORK

I volunteered as a coach for a team of five girls in the 2016 Technovation challenge where we designed and implemented a waste management Android application using MIT App inventor IDE platform.

ACHIEVEMENTS

- I was part of the team tasked with conducting Proactive Drive Tests before the roll out of the Safaricom Big Box that ensured customer KPI's and regulator's KPIs were met.
- I represented Kenya in the Telkom South Africa Regional Age Group Swimming Championships in 2009 and came in 7th place.

INTERESTS AND HOBBIES

I enjoy swimming, reading both factual and fictional material, travelling, meeting new people and learning about new technological advancements in any related fields.

REFERENCES

Grace Wanjiku,
Project Manager,
Fixed Data Services,
Fireside Group Limited,
Tel: 0724998430
Email: grace@fireside.co.ke

Lilian Nyawira Kiambati,
Senior Manager,
Technology Service Assurance and Governance department,
Safaricom Limited,
Tel: 0722540661
Email: lnyawira@safaricom.co.ke

Julius Gitonga,
Senior NOC Engineer,
Network Operations Center,
Wananchi Group,
Tel: 0725408451
Email: julius.gitonga@ke.wananchi.com

Agnes Gichuki,
Former Strategic Account Manager,
G4S Kenya,
Tel: +258840189180
Email: onyangoagnes@gmail.com