ODERO JOHN

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Career Profile Summary

Dynamic and tech-savvy IT Support Specialist with expertise in troubleshooting, networking, system administration, and user support. At Parklands Sports Club, I managed networking, access control, system administration, and Windows Server support, ensuring seamless operations. My role at Rongo University involved providing technical support, troubleshooting hardware/software issues, and optimizing communication systems.

At Amson Solutions, I contributed to developing user-friendly CRM interfaces, enhancing customer management systems, and improving system functionality. Additionally, I have mentored 150+ students through Young Scientist Kenya, fostering their interest in technology.

I thrive in collaborative environments, engaging in user feedback, system improvements, and IT support to enhance performance and user satisfaction. My goal is to apply my expertise in IT support and system optimization to drive innovation in customer-centric organizations.

Key skills and competencies

- **Technical Support & Maintenance**: Skilled in providing comprehensive technical support, troubleshooting complex hardware and software issues, and specializing in system installations , ensuring high performance and security for clients.
- **Project Management**: Demonstrated experience in leading projects from conception to deployment, ensuring alignment with business goals and user expectations through effective planning and execution.
- **Networking**: Knowledgeable in configuring and troubleshooting network systems to maintain reliable connectivity and enhance overall performance, addressing issues promptly to minimize downtime.
- **Access Control System Management:** Handling access control systems to ensure secure and efficient entry management.
- **User Support**: Adept at providing user support and training, helping clients navigate technology and systems effectively while addressing their inquiries and concerns.
- **CCTV Installation and Maintenance**: Specialized in the installation and ongoing maintenance of CCTV systems, ensuring that security measures are reliable and tailored to client specifications.
- **Software Development**: Experienced in developing software applications that cater to user needs, focusing on functionality and usability to improve overall system effectiveness.
- **System Integration**: Skilled in integrating various software and hardware systems, ensuring they work together seamlessly to enhance operational efficiency and data flow.
- **Collaboration & Teamwork**: Proven ability to collaborate effectively with multidisciplinary teams, fostering innovative solutions and driving project success, as seen in hackathons and various development projects.
- **Problem Solving & Troubleshooting**: Strong analytical skills in identifying and resolving issues, optimizing system performance, and delivering tailored solutions that meet client needs efficiently.
- **Frontend Development**: Proficient in frontend development, creating engaging and responsive user interfaces that improve user interaction and satisfaction with web applications.
- **Training and Mentorship**: Experienced in training and mentoring individuals, equipping them with the necessary skills and knowledge to excel in technical roles and fostering a culture of continuous learning.
- **AI and Machine Learning**: Knowledgeable in AI and machine learning concepts, applying these technologies to develop innovative solutions that enhance user engagement and operational efficiency.

Work History

IT Intern
Parklands Sports Club
Networking, User Support, and System Administration
- Provided technical support for the club's management system, ensuring seamless operations for administrative tasks and member services.
- Managed and maintained the Access Control System, ensuring secure and efficient entry management for members and staff.
- Assisted in Windows Server administration, handling user account management, system updates, and performance monitoring.
- Configured, installed and troubleshoot network devices, ensuring stable connectivity across the club's IT infrastructure.
- Provided user support for staff, addressing software and hardware issues, resolving system errors, and optimizing workstation performance.
- Assisted in implementing security measures to protect sensitive data and maintain compliance with best IT practices.
- Installed, configure,and maintain Point-Of-Sale (POS) systems .ensuring smooth operation form financial transactions, billing, and member service.
- Set up and managed IT infrastructure for both virtual and physical meetings, including configuring video conferencing tools, audio-visual equipment, and network connections to ensure seamless communication
- Deployed and maintained IT systems for outdoor events, including temporary Wi-Fi networks, sound systems, and POS terminals to support club functions and large gatherings.
- Conducted routine system audits, ensuring network integrity and reliability.
- Assisted in setting up and managing backup solutions to prevent data loss.

Collaboration and Impact
- Worked closely with the IT team to improve network performance and security protocols within the club's digital infrastructure.
- Assisted in training staff on IT best practices, improving their efficiency in using the management system.
- Collaborated with vendors and external IT professionals to troubleshoot and implement upgrades for critical systems.
- Played a key role in enhancing system reliability, reducing downtime, and improving overall operational efficiency.
- Received positive feedback for problem-solving skills and ability to quickly resolve IT-related challenges.

Frontend Development Intern
Amson Solutions
Development and Design
- Contributed to the development of a sophisticated CRM UI by focusing on creating a user-friendly and intuitive interface that effectively managed customer relationships.
- Assisted in designing the layout and features of the CRM system, ensuring a seamless and efficient user experience during customer interactions and data management.
- Developed and optimized a customer management chat system that allowed businesses to provide real-time assistance, effectively manage inquiries, and engage with customers in a meaningful way.
- Integrated key features such as automated customer support workflows, message history, and chat analytics to enhance the overall functionality and usability of the system.
- Conducted research on best practices in UI design and chat systems, implementing findings to enhance usability and ensure the application met user needs.
- Documented development processes and created comprehensive user guides to assist future developers and users in understanding and navigating system features.

Collaboration and Impact
- Collaborated with backend developers to ensure smooth integration of front-end components with the CRM system's data and functionalities, thereby improving system performance.

- Participated in user testing and feedback sessions to gather insights and refine the system, continuously improving the overall user experience based on real user input.
- Successfully completed the internship and earned commendation for attention to detail and innovative solutions in both UI design and chat system functionality.
- Enhanced team communication and project efficiency by actively participating in regular meetings and providing constructive feedback on design proposals.
- Championed user-centered design principles, advocating for features that prioritized user needs and improved overall satisfaction with the CRM system.
- Contributed to a collaborative team environment by sharing knowledge and best practices, fostering a culture of learning and innovation.

ICT Attachee
Rongo University
Technical Support and Maintenance
- Gained hands-on experience in providing technical support to staff and students by effectively addressing hardware and software issues, ensuring minimal disruption to academic activities.
- Assisted in setting up and maintaining computer labs, which involved installing software, configuring systems, and ensuring that all equipment was secure and operational for academic use.
- Conducted software installations and updates, ensuring compatibility with institutional systems and enhancing the overall functionality of the university's technical resources.
- Played a role in optimizing the university's internal communication systems, which improved connectivity and efficiency among staff and students.
- Developed user guides and documentation to assist users in navigating common technical issues, enhancing the overall user experience and self-sufficiency.

Network Configuration and Collaboration
- Collaborated with the IT team to configure and troubleshoot network devices, including routers and switches, which improved network reliability and performance across the campus.
- Participated in regular maintenance checks and updates of network infrastructure, contributing to the stability and security of the university's IT environment.
- Assisted in the implementation of cybersecurity measures, ensuring the protection of sensitive data and compliance with institutional security policies.
- Engaged in training sessions with staff and students, providing guidance on best practices for technology use and digital security.
- Contributed to team meetings by sharing insights and suggestions for improving IT services and support, fostering a collaborative and proactive IT environment.

Other past work experiences

Young Scientist Kenya (YSK)
- Mentored over 150 students in Computer Science across three high schools through the Young Scientist Kenya program, introducing Scratch Programming and fostering a passion for STEM to empower them in solving community challenges.

IT Trainer
Kongoni TVET
- Developed hands-on curricula on diverse technology topics, fostered a collaborative learning environment, and provided career-focused mentorship, equipping students with the skills and confidence needed to excel in the tech industry.

Software Developer
University StudySmart App Project
- Led the development of an AI-powered attendance platform, integrated advanced check-in technologies, designed academic support features, collaborated with university stakeholders, and achieved 4th place out of 76 projects at the Rongo University Career Fair.

AI Chatbot Developer

Rongo University
- Collaborated on designing and deploying an AI chatbot to enhance student support, developed functionalities for timely assistance, ensured accurate responses, and tested the system for reliability and scalability.

E-commerce Developer
Rongo Deals
- Oversaw the development of an AI-powered platform with personalized recommendations, implemented secure payment processing, utilized AI analytics for customer engagement, and collaborated with teams to meet business goals.

Hackathon Contributor
SheRise Platform
- Played a significant role in developing an AI-powered platform addressing safety, health, and employment challenges for women in Africa, collaborating with a multidisciplinary team to design impactful features and deliver innovative solutions for social change.

Technical Support and Maintenance Specialist
- Delivered comprehensive technical support, resolved complex hardware and software issues, specialized in the installation and maintenance of CCTV systems, troubleshot network connectivity, and provided tailored solutions, earning a reputation for reliability and efficiency.

Education Background
- **Bachelor of Science in Computer Science (Second class honors lower division),** Rongo university: 2020 to 2024
- **Kenya Certificate of Secondary Education,** St Augustine's Soysambu Secondary School: 2016 to 2019

Certifications
- Networking, CISCO Networking Academy, Intermediate

References
References available upon request.