

EVA NYAMBURA KAGAI

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Accomplishments

- Training management and delivery of election technology for the 2013 and 2017 elections to over 10,000 members
- Supervised team of 1000 staff members in using ICT technology to conduct the 2013 and 2017 Kenyan Elections
- Project Manager on Elections at the Kiambu, Murang'a, Homabay, Siaya, Makueni County 2013 Elections and consequent by elections.
- Electoral ICT projects administration and coordination in training and Implementation.
- Electoral human resource management that includes recruitment of ICT Clerks, training and team leadership in ICT at the region for achievement of strategic initiatives.
- Project manager at lower central region on Successful Biometric voter registration.
- Project manager on the implementation of Biometric Student Smart Cards and System setup, tuning and maintenance.
- Training and Implementation of ISO 9001-2008 certification in the ICT department and KUCT university.
- Project manager on the implementation of Microsoft Navision System (ERP) including the implementation in phases of the Financial, HR, Student management Module.
- Project manager of video conferencing facilities for overseas E-learning facilitation.
- Project manager of Backbone fiber infrastructure that has wireless access points across the university.
- Set up the ICT Centre department including Recruitment of staff.
- Trained in UNIX and Linux based operating systems, and implemented servers based on free BSD including Backup server setup and maintenance, Proxy Server setup, DHCP server setup.
- Project manager on redesigning of www.kuct.ac.ke from a static website to a dynamic and robust website.

Professional Summary

I am an Effective project leader and problem-solver with advanced IT service management skills and a hardworking mentality. Seeking to apply expertise and extensive experience in IT project management to take on a challenging new role with a growing team.

An ICT project management excellent at juggling multiple tasks and working under pressure. Broad

industry experience includes Project planning and implementation of various ICT projects. I always make sure things are accurate down to the smallest detail. I am great at organizing tasks and training delivery.

Achievements include successful implementation of biometric voter registration and Automation of Election technology in Kenya. Bio metric student card implementation in a university of 5000 students for use in the education industry. Collaborative team player skilled at working with hardware and software professionals to develop a cohesive and successful design.

Experienced ICT professional with strong leadership and relationship-building skills.

Skills

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|---|-----------------------------|
| • Training Delivery | • Data acquisition |
| • IT service management | • IT administration |
| • Technical support | • Account management |
| • Training management | • Microsoft technologies |
| • Process implementation | • Network management |
| • Interpersonal and written communication | • Security audit |
| • Project management | • Telecommunications skills |
| • Team leadership | • Solution delivery |
| • Report writing | • Firewall administration |
| • Staff development | • ERP management |
| • Project coordination | • Field service management |
| • Software analysis | • IT operations |
| • Product testing | • Data centers |
| • Data analysis | • Microsoft windows |
| • Self-motivated | • Active Directory |
| • Team leadership | • Hardware |
| • Acceptance testing | • System administration |
| • Sales | • Microsoft Exchange |
| • Customer service | • Linux |
| • Capacity management | • Networking |
| • Help desk | Printers |
| • IT consulting | Debugging proficiency |
| • User interface understanding | |

Work History

Master trainer

08/2017 to Current

Independent Electoral and Boundaries Commission (IEBC) – Nairobi, Kenya

- Cascaded training of over 12,000 electoral staff
- Developed new and improved courses to meet changing demands.
- Collaborated with leadership to determine departments training needs.
- Broke technical concepts down into easily understood terms.
- Conducted integrated courses and training modules focused on key areas.
- Maintained current understanding of technical processes and lagging skills.
- Successfully improved student participation in the classroom through integration of creative role-playing exercises.
- Kept projects on schedule by managing deadlines and adjusting workflow as needed.

Regional ICT Administrator

08/2012 to Current

Independent Electoral and Boundaries Commission IEBC – Nairobi, Kenya

- Supervision of Electrol staff during elections.
- Successful project management of ICT projects meant for elections including by-elections-
August 2013 to Present
- Biometric Voter Registration (BVR) of 2,000,000 Kenyan citizens
The configuration of several ICT mobile devices e.g. KIEMS Morpho Tablet, Biometric gadgets, laptops, and Phones
Coordination and monitoring of the Usage of the Electrol devices i.e. Mobile phones and Electronic Voter identification devices during the election.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Training of over 4,000 Kenyan staff on election technology and support of the said staff during elections
- Consistently met deadlines and requirements for all Election projects.
- Maintenance of all equipment related to an election at the region.

Deputy Manager ICT

08/2011 to 09/2012

Dedan Kimathi University of Technology – Nyeri, Nyeri County

- Project manager Bio metric Student Smart Card that involved System setup, training and implementation.
- Project manager Microsoft Dynamics/Navision ERP that involved System setup, training and implementation. Finance module-accounts receivable, student finance, Academic Module-student's admissions to alumni, Human Resource including online leave application, Procurement and stores module including internal online requisition, Medical module including integrating with other national hospitals.

- Project Manager Backbone fiber and LAN implementation in the university college. (Project supervision, Setting up of routers and switches (Cisco, HP, 3com, Linksys).Setting up wireless access points across the university, Implemented VLANs' for security.
- Setting up video conferencing facility using Cisco Tandberg equipment. which involved; Integrating it with our LAN.
- Web administrator and content developer for the website.
- Setting up the library Information Server, Sirs Mandarin, tweaking the software to KUCT Library needs and maintaining the web server.
- Covering key operational and support tasks, including backup and disaster recovery procedures.
- Tuning and maintenance of internal & external Mail server setup and deployment.
- Ensure that all new systems implemented is subject to rigorous testing and approval by all parties including users.
- Maintenance of the telecommunications equipment.
- Evaluation committee Chairman on matters such as the procurement of photocopiers, computers, printers, projectors and any other ICT equipment.
- Ensure regular and effective lines of communication are maintained with both internal and external users including review, monitoring and quality control of ICT systems and future requirements.
- Developed and implemented the ICT policy, ensured compliance with legislation.
- Advised on the definition of high level requirements into detailed requirements from the beginning to end of projects.
- Prepare, with senior management and users, requirements specifications and invitation to tender documentation and advice on supplier selection and negotiation of terms.
- Manage projects, contracts and relationships with any external suppliers and consultants used for delivery of ICT projects.
- Enhance the ICT capacity of the institution to enable it meet its mandate.
- Prepare annual departmental business plans and deliver reporting through, KUCT's business reporting system.
- Manage ICT departmental budgets including initial forecasting and monitoring and individual ICT projects and associated budgets.
- Responsibility for production of appropriate management information reports e.g. procurement plans, annual reports
- Interviewed, performed background checks, hired and trained 20 of ICT professionals in the course of my time
- Researched emerging products and used researched information to update store's inventory.
- Created reports, analyzed and interpreted data, including expenses, competition information, and revenues.
- Conducted 3 audits annually to ensure store was presentable and functional.

- Supervised and motivated 30 ICT staff employees.

System Administrator

06/2009 to 08/2011

Dedan Kimathi University of Technology – Nyeri, Nyeri County

- Design and implementation of a video conferencing facility using Cisco Tandberg equipment. System administration of its applications.
- Helpdesk services
- Worked directly with finance, Procurement and warehouse and logistics departments, to achieve the procurement and implementation of application software's •
- System administration of Microsoft Navision ERP software applications for use in the education industry.
- Supported Chief Operating Officer with daily operational functions.
- Web administrator and content developer for www.kuct.ac.ke
- System administration of the library Information Server, Sirs Mandarin, tweaking the software to KUCT Library needs and maintaining the web server.
- Back up of servers
- Tuning and maintenance of internal & external Mail server setup and deployment.
- Maintenance of the telecommunications equipment.
- Responsibility for production of appropriate management information reports e.g. Telephone use and SPA
- Configured, tested and maintained network equipment.

Network Operations Centre Support Engineer

06/2008 to 05/2009

Africa Online – Nairobi, Kenya

- Monitoring the network and identifying and resolving network related issues.
- Implementing and communicating systems and procedures.
- and supporting critical network elements.
- Working both night and day shifts in the NOC support center.

Computer Service Representative

02/2008 to 06/2008

Africa Online – Nairobi, Kenya

- Resolving all technical issues that come to the helpdesk in a timely manner.
- Network monitoring (national) and escalation to concerned parties.
- Assisting walk-in customers.
- Booking and organizing of client site visits.
- Handle the escalations from the call centre as well as interface with NOC, Networks and Systems Teams.
- Researching on link/connection problems and offering solutions.
- Providing billing support on invoice dispatch, amounts due and billing queries that can be handled.

- EDUCATIONAL ACHIEVEMENTS Education and Courses Timeline Place attended MSc.
- Data Communications.

Education

Bachelor of Science: Electrical and Electronics Engineering 2017

Jomo Kenyatta University of Agriculture and Technology - Juja, Kiambu County

- Awarded Second class Lower division in Bsc Electrical and Electronics Engineering

Master of Science: Data Communications 2015

Kenya college of Accountancy University - Nairobi, Nairobi County

- Majored in Data Analytics
- Thesis: Big Data: A Framework for guiding Big Data Analytics on Election Campaigns strategy

Bachelor of Science: Electronics and computer Engineering 2007

Jomo Kenyatta University of Agriculture and Technology - Juja, Kiambu County

- Dissertation: Cable management and sensing

References

Name: Andrew Muriuki

Company: Dedan kimathi University (DKUT)

Title: Registrar Administration and Finance

Telephone: 0722673487

Email: Amuriuki@dkut.ac.ke

Name: Nancy Kariuki

Company: Independent Electrol and Boundaries Commission

Title: Regional Election Coordinator

Telephone: 0714193859 0797734508

Email: nkariuki@iebc.or.ke

Name: Fraciah Karindi

Company: Jomo Kenyatta University of Agriculture and Technology

Title: Administrative assistant

Telephone :0723612751

Email: fraciah.karindi@gmail.com

Affiliations

- Member, ERB, [2017](#)to Current

Certifications

bandwidth management

Microsoft Navision

UNIX