

# BILLY ODHIAMBO OYIER

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## SKILLS

**Technical Skills:** Amazon Web Services, Linux OS, Python, MySQL, MongoDB, Git, Networking.

**Soft Skills:** Project Management, Service Level Agreement (SLA) Compliance, Collaboration, Stakeholder Communication, Root-Cause Analysis.

## EXPERIENCE

### Intern Network Operations Center Engineer, Kinde Engineering Works LTD

April 2024 – November 2024

- Enforced strict adherence to Occupational Health guidelines, reducing workplace incidents by 25% and achieving 100% during safety audits.
- Facilitated communication between clients and technical teams regarding connection requests, ensuring clarity throughout the process which helped close 50+ high priority requests ahead of schedule.
- Reduced recurring SLA breaches by 45% through diagnosing systematic issues and instituting permanent corrective protocols.
- Expedited new customer fibre connection requests, closing 95%+ within deadline and improving customer satisfaction scores by 40%.
- Resolved 85% of escalated fibre link failures within SLA, boosting operational efficiency and reducing downtime by 20%.

### Intern Network Operations Engineer, Adrian Kenya LTD

December 2023 – March 2024

- Processed 300+ incoming incidents per month, prioritized based on severity (P1-P4), and achieved less than 1-hour response time for critical cases.
- Collaborated with cross-functional teams to resolve 85% of network outages within the defined Service Level Agreement (SLA) timeframe, improving network uptime and minimizing disruptions to critical business operations.
- Delivered 5-star customer support via communication channels such as email and calls, maintaining a 90%+ satisfaction rate and reducing complaint escalations by 30%.
- Eliminated 30% of recurring fibre failures through root-cause analysis and implementing permanent corrective actions reducing network downtime by 20%.

## EDUCATION

### *Kabarak University, Nakuru County*

September 2020- December 2024: Bachelor of Science in Telecommunications (Second Class Honours, Upper Division)

### *Ramba Boys High School, Siaya County*

January 2016- November 2019: Kenya Certificate of Secondary Education (B-)

## PROJECTS

- Cloud Security with AWS Identity and Access Management (2025):** Dived deep into AWS IAM to ensure secure and precise access controls with Policies, Users and User Groups.
- Website Hosting on AWS Elastic Compute (2025):** Hosted a website on the AWS platform using AWS EC2. This project gave me experience with server management using Nginx on EC2.

## PROFESSIONAL CERTIFICATIONS

March 2025

Scrum Study

Scrum Fundamentals

January 2025

Amazon Web Services

AWS Cloud Practitioner Essentials