

PREVYNE OKECH ODHIAMBO

ICT Infrastructure & Systems Operations Officer

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SUMMARY

Results-driven IT specialist with hands-on experience in streamlining system operations and securing ICT environments. Adept at training staff on cybersecurity best practices and delivering comprehensive remote and on-site support to maintain network integrity. Skilled at integrating automation tools for improved operational efficiency. Committed to supporting Fidelity Shield Insurance Company Limited's mission by ensuring a secure, efficient ICT infrastructure.

TECHNICAL SKILLS

ICT Support & Maintenance:

OS Installation • Windows • Linux • Hardware Troubleshooting • Software Troubleshooting • Error Logging • Diagnostics • Technical Documentation • Network Configuration • Network Maintenance • Windows Registry • Kernel Optimization • Active Directory • WAN • Wi-Fi • CCTV • SWITCHING • VOIP • VMWare • Communication

Security & Administration:

Data Security • Backup Management • Vulnerability Assessment • Kali Linux • User Access Management • Support • Inventory Tracking • Asset Tracking

Tools: VirtualBox • Hyper-V • Linux

Software & Web Development: Python • Oracle SQL Database Management • Bash Scripting • Command Prompt • Git • Version Control

EXPERIENCE

South Nyanza Sugar Co LTD

Migori, Kenya

ICT Intern

07/2024 - 09/2024

South Nyanza Sugar Co Ltd (Sony Sugar) is a sugar manufacturing company offering products packaged in various consumer sizes, including 5kg, 2kg, 1kg, ½ kg, ¼ kg, and 6gm sachets.

- Served as primary ICT contact, assisting users with hardware configuration and software installation, and managing detailed inventory logs.
- Managed network infrastructure and attained strong understanding of networking protocols (TCP/IP, DNS, DHCP, VPN, VLANs).
- Implemented robust data security measures and automated system backup routines to prevent data loss.
- Collaborated with staff to troubleshoot network issues and maximize hardware capabilities for specific workloads.
- Provided comprehensive remote and on-site support for desktop customization, including installation of operating systems, VPNs, and antivirus software.
- Trained staff members on digital safety protocols and software packages to enhance workplace security.
- Utilized advanced hardware and software tools to conduct risk assessments and maintain secure IT infrastructure.

PROJECTS

Custom Desktop Deployment Suites

09/2024 - Present

Developing a suite of scripts using Bash and Themix to automate the installation and configuration of fresh OS environments, reducing PC setup time.

- Bash, Themix, Conky

Interests

 Software configuration

 System health diagnostics

 Creative customization

 Security protocols & shields

EDUCATION

Kabarak University

09/2020 - 12/2024

B.S. Information Technology