PREVYNE OKECH ODHIAMBO

ICT Infrastructure Officer | Cybersecurity Awareness | Network Protocol Management | IT Support

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SUMMARY

IT professional with proven experience in ICT support and cybersecurity awareness, expert in network protocol management and technical support. Key achievements include managing network infrastructure and implementing robust data security measures. Seeking a Technical Intern position at Mawingu, where my ICT support and cybersecurity awareness skills can support your mission of ensuring quality installations and maintaining customer satisfaction.

TECHNICAL SKILLS

Hard Skills:

OS Installation , Windows, Linux, Hardware Troubleshooting, Software Troubleshooting, Error Logging, Diagnostics, Technical Documentation, Network Configuration, Network Maintenance, Kernel Optimization, Active Directory, WAN, Wi-Fi, Teamwork, VOIP, VMWare, Communication., Technical Support, Troubleshooting, System Documentation, Network Protocols, WHOIS, System Administration, Microsoft Office, Microsoft Excel, Operating Systems.

Soft Skills:

Communication, Teamwork, Ambition, Strategic Thinking, Change Management, Accountability, Planning and Organizing, Analytical Thinking, Creativity

Security & Administration:

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

Tools: Command Prompt, VirtualBox, Hyper-V, Kali Linux, Microsoft Office, MySQL Workbench, MySQL Server

Software & Web Development:

Python, Oracle SQL Database Management, Bash Scripting, Command Prompt, Git, Version Control

EXPERIENCE

ICT Attaché

Migori, Kenya

South Nyanza Sugar Co LTD

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.
- Tested network connectivity, terminated LAN cables, and configured static IPs for end-user workstations, similar to ISP client provisioning.

INTERESTS

Software configuration

System health diagnostics

Creative customization

Security protocols & shields

EDUCATION

B.S. Information Technology

09/2020 - 12/2024

Kabarak University