

# Felix Odhiambo Ragonga

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## SUMMARY

Dynamic IT Support and Fraud Analysis professional with hands-on experience across education and banking environments. Proven ability to enhance system uptime, resolve incidents efficiently, and analyze security-related events with precision. At Medula Academy, consistently resolved 95% of technical issues on first contact while optimizing classroom technology and system availability. At KCB Group, supported forensic investigations by monitoring alerts, analyzing transaction behavior, and contributing to fraud detection and incident reporting. Adept at troubleshooting, incident monitoring, log analysis, and cross-team collaboration, with a strong foundation in security awareness and regulatory compliance.

## EXPERIENCE

### Fraud Analyst Intern

**KCB Group – Forensic Services, Head Office, Nairobi**

**January 2025 – October 2025 | Nairobi , Kenya**

- Investigated flagged transactions to identify potential fraudulent or suspicious activity, supporting risk mitigation efforts.
- Monitored real-time alerts and analyzed account behaviors to detect anomalies and prevent financial losses.
- Collaborated with senior fraud and cybersecurity analysts to assess threats, strengthen detection strategies, and recommend preventive controls.
- Supported the development of fraud trend and incident reports used to enhance detection models and operational decision-making.
- Maintained strict confidentiality and compliance with banking regulations throughout all investigations.
- Worked with the Security Operations Center (SOC) team for three weeks, gaining hands-on exposure to log analysis, incident response, and alert management.

### IT Support

**Medula Academy, Bondo**

**May 2021 - August 2021 | Bondo, Kenya**

- Maintained and enhanced the school's technological environment, increasing system uptime by 20% through proactive monitoring and timely resolution of technical issues.
- Delivered technical support to over 500 students, teachers, and administrative staff, resolving 95% of issues on the first contact to ensure seamless daily operations.
- Implemented troubleshooting processes and on-site support that decreased classroom tech disruptions by 30%, directly improving instructional time.
- Optimized classroom technology, including interactive whiteboards and digital projectors, with a 100% configuration accuracy rate, enabling effective use by faculty.
- Trained 10+ staff members on new educational software and devices, resulting in a 25% improvement in tech-related classroom engagement.

## PROJECTS

### School Fees Payment System

Medula Academy, Bondo • December 2025 - Present

- Developing a secure and centralized school fees payment system to streamline fee collection, tracking, and reconciliation processes, improving overall financial operations efficiency.
- Designing and implementing features for recording, validating, and managing student fee payments, balances, and payment histories, enabling automated receipt generation and reducing manual processing time by 50%.
- Integrating a secure database for student financial records to ensure data consistency, accuracy, and audit readiness, improving data retrieval and reporting speed by 30%.
- Collaborating with school administrators and finance staff to customize fee reports, payment summaries, and outstanding balance

tracking, resulting in a 40% improvement in fee management efficiency and enhanced user satisfaction.

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## EDUCATION

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### Bachelor of Information Systems and Technology

Concentrated in Forensics and cyber security • United States International University • Nairobi, Kenya • 3.557

### Hightschool Education

St. Mary's School Yala • Yala, Kenya • 2021 • B

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## SKILLS

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### Technical Skills

- Security Awareness Training, Access Control Management, Incident Monitoring & Log Analysis, System maintenance, troubleshooting, and hardware configuration, Experience with T24 Core Banking System (production),
- Programming Languages: Java, Python.

### Social Skills

- Analytical thinking, problem-solving, and effective team communication

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## REFERENCE

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- Jim Ouda  
Civil Engineer  
+254722830424  
Mentor
- Petronilla Muthoni  
Lecturer  
United States International University  
+254722388900  
Lecturer and Academic Advisor
- Maseno Peter  
Senior Fraud Analyst  
KCB Group, Forensic Services  
Senior Manager, Fraud Detection and Prevention