DAVID S. KOMBO
Senior ICT Practitioner

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PROFESSIONAL SUMMARY

Dynamic and results-oriented ICT Professional with over **7** years of experience in front-line user support, technical solution validation, and service improvement. Adept at managing complex IT environments and driving operational excellence. Experienced in providing technical support for internally developed solutions and interacting with end – users in a multi-cultural environment. Eager to leverage expertise in IT service management and user-centric approach to contribute effectively as a Service Support Operator.

CORE QUALIFICATIONS

- Technical support (remote and onsite)
- ERP administration and support
- Audit and compliance
- Data visualization (Power BI)
- BCP and DRP documentation and oversight
- Windows Server and Microsoft Office proficiency
- ITIL, CompTIA A+,
- Project Management
- Multi-cultural communication

EDUCATION AND TRAINING

Bachelor of Computer Science and Information Technology, 2008 - 2011
Kampala University –Uganda
- Second Class Honors Upper Division

Kenya Certificate of Secondary Education, 2002- 2003
St. George's High School, Kaloleni, Giriama –Kenya

CERTIFICATION

- Project Management, DisasterReady (Oct 2022)
- IT Service Management (ITIL), Axelos/PeopleCert (Nov 2021)
- CompTIA A+ (Hardware and software support), Computerpride (June 2019)
- Quality Management Systems Lead Auditor (IRCA), IRCA/SGS Academy (Jan 2018)

PROFESSIONAL TRAININGS

- Economics Development, IZA-Institute of Labor Economics (Ongoing)
- Finance transformation, SGS Campus (Aug 2021)
- Change management guiding principles, SGS Campus (Aug 2021)
- Bad Debt Provision policy, SGS Campus (Aug 2021)
- Principles of Global OI Audit, SGS Campus (March 2021)
- Green peace Global Volunteer Training, SGS Campus (June 2020)
- Cybersecurity Awareness, SGS Campus (Aug 2019)

WORK EXPERIENCE

Jumuika Action for Development

Volunteer IT Consultant (March 2022- Current)

Responsibilities:
- Empowered the organization to make informed decisions by leveraging effective data visualization and analysis techniques, fostering a culture of data-driven decision-making and strategic insight.
- Maintained high-quality standards through rigorous user acceptance testing and implementing comprehensive quality assurance checks, enhancing the reliability and usability of digital solutions.
- Spearheaded organizational capacity building, equipping staff with the skills and competence to effectively leverage digital solutions.
- Proactively minimized system downtime through the implementation of hands-on troubleshooting and repair initiatives, optimizing operational continuity and enhancing user satisfaction.
- Conducted thorough IT audits, resulting in the identification of areas for improvement in quality management systems, fostering continuous improvement and optimization of IT processes.
- Developed robust disaster recovery plans, providing vital support to safeguard company assets and mitigate risks, ensuring resilience in the face of potential disruptions.
- Formulated comprehensive incident response plans, bolstering system security and compliance measures, and fortifying organizational defences against emerging cyber threats.

Société Générale de Surveillance (SGS)

System Administrator Supervisor (March 2020- Feb 2022)

Responsibilities:
- Acted as the central liaison for over 3 sites and end users, delivering exceptional support services that led to a notable 20% enhancement in system reliability, fostering a culture of trust and reliability.
- Spearheaded the implementation of robust business continuity plans, resulting in a significant 25% reduction in downtime during disruptions, ensuring seamless operations and minimizing productivity losses.
- Drove a remarkable 35% increase in revenue collection by implementing enhanced system access control measures, safeguarding critical assets, and improving financial processes.
- Effectively managed SLAs with external service providers, securing a commendable 15% cost reduction while maintaining high service quality standards, optimizing resource allocation, and maximizing cost-efficiency.
- Maintained an impressive 99.9% uptime for production hardware and software infrastructure, demonstrating an unwavering commitment to reliability and ensuring uninterrupted access to essential systems and services.

System Administrator (Aug 2015- Feb 2020)

Responsibilities:
- Provided exceptional user support with a proven 100% issue resolution rate, demonstrating a commitment to swiftly addressing and resolving technical concerns.
- Achieved a remarkable 99% successful system data recovery rate during backups, ensuring the integrity and availability of critical data assets.
- Implemented proactive preventive maintenance strategies, resulting in a notable 20% reduction in hardware failures and optimizing system reliability.
- Conducted comprehensive training sessions that led to a significant 30% improvement in user efficiency, empowering team members with enhanced technical proficiency.

- Managed robust system backup protocols, resulting in a noteworthy 25% decrease in data loss incidents and safeguarding against potential disruptions to operations.

IT Assistant (Sep 2012- July 2015)
Responsibilities:
- Successfully managed LAN and WAN infrastructure for multiple users, maintaining consistent uptime and ensuring seamless connectivity.
- Executed timely software updates, bolstering system security and fortifying defences against emerging threats.
- Facilitated smooth transitions during software rollouts, ensuring minimal disruption to daily operations and maximizing user productivity.
- Demonstrated meticulous attention to detail in handling domain and email registrations, ensuring accuracy and compliance with relevant regulations.
- Provided efficient remote support services, consistently resolving issues within SLA timeliness, and minimizing downtime for end-users.

Kaluworks Limited

IT Technician (July 2011- Aug 2012)
Responsibilities:
- Carried out repair and maintenance of computers and peripherals to realize minimum downtime including preventive maintenance.
- Uploaded new software, rolled out updates and applied patches to servers and workstations upon release to mitigate threats and security risks.
- LAN and WAN management-including upscaling and maintenance, configurations and troubleshooting of routers and switches.
- NetSuite Administration- ERP (inventory module, Paymaster, Personnel director, Time, and attendance.
- User support- Training users on new applications and systems upgrades and remote support.

REFEREES

1. Mr. Nurein Mohammed
   Principle ICT Officer
   KENAS- Kenya Accreditation Services
   Tel – (254)720973343
   E-mail- nurein90@hotmail.com

2. Mr. George Mberia
   Assistant Operations Manager
   Danka Africa Ltd
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3. Mr. Paul Sammy
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