EDGAR KADIBA ODHIAMBO

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**IT PERSONEL - SUMMARY**

Experienced IT Sales Support Technician with a focus on client satisfaction and an innovative and critical thinker committed to resolving problems quickly and accurately to reduce downtime.

**WORKING EXPERIENCE**

**G4S Kuwait, Kuwait International Airport, Kuwait City, Kuwait February 2017 – September 2019**

**Airport Operations Supervisor**

*Aviation Operations and Safety and Security*

* Monitoring Staff performance while in operations and conducting staff appraisal as part of performance management.
* Implemented round the clock critical-situations duty management by enforcing adherence to guidelines as stipulated by stakeholders in the states civil aviation program
* Conducted site visits as part of operational health and safety procedures and conducted and equipment check on site to ensure operational efficiency and mitigate risks that could arise
* Reduced downtime of operational processes by ensuring screening and baggage handling equipment’s are functional at all times.
* Provided frontline support that lowered passenger escalations through effective problem solving techniques through dialogue in the events of complaints.
* Drafted report on workflow process, findings and incident reports on a daily basis into the companies database.
* Enhanced passenger satisfaction through baggage or lost item reconciliation , directing of passengers to relevant areas within airport premises and resolving passenger concerns

**Alnahdi Group Company, Doha, Qatar February 2013 – December 2016**

**IT Support Technician**

*Automotive cum Trading Company*

* Installed operate and maintain operating systems , servers and ICT hardware and peripherals like printers ,Kiosks and advertising display units ,IP telephones , CCTV and IP Camera )
* Conducted routine preventive maintenance on all company branches to diagnose, troubleshoot and resolve issues in the most efficient way reducing operational downtime.
* Performed backup operations , disaster recovery operations and archiving of files to protect integrity of critical company information
* Created a single point of contact for end users to receive support within the companies domain either real time or remotely
* Maintained records of daily data communication , problems and remedial actions taken
* Conducted network installation , configuration and management across all branches
* Performed system upgrades , Software updates and conducted user level training to company staff

**Technology Inspires Limited, Nairobi, Kenya May 2011 – December 2012**

**IT Support Technician**

*Technical Support Service provider*

* Conducted market surveys on ICT related equipment based on price, specifications and upcoming technology.
* Resolved various ICT hardware and software related problems
* Performed minor repair for computer hardware and Peripherals that are not covered by third party vendor maintenance agreements.
* Performed tasks related to network installations and configurations such as network interface cards, hubs and switches.
* Assisting Network Technician in creating materials for end-user frequently asked questions .

**Ministry of Nairobi Metropolitan Development, Nairobi, Kenya January 2011- March 2011**

**Intern- ICT Department**

*Government Institution*

* Troubleshooting various ICT hardware and other peripherals like printers faxes e.t.c
* Provided one-on-one end-user problem resolution over the phone for Ministry’s Approved Personal computer software
* Delivered tags , and assisted in the configuration of end-user PC desktop hardware, software and peripherals
* Diagnosed and resolved end-user network or local printer and Local Area Network/Wireless and other network related issues
* Coordinated timely repair or purchase of PC equipment and accessories in the event of failure

**EDUCATION**

**Jomo Kenyatta University of Agriculture and Technology, Nairobi, Kenya 2008-2011**

**Bachelor of Science in Information Technology**

Second Class honors

**Mbale Boys High School 2003-2006**

**Kenya Certificate of Secondary Education**

**SKILL SETS & HIGHLIGHTS**

* IT Skills ( Hardware , Software , Networking and System Administration, Programming )
* Troubleshooting Proficiency and Preventive Maintenance
* Problem Diagnosis and Resolution
* Customer Service and Superior communication Skills
* Interpersonal and Leadership Skills
* Team Player , Resilient with Strong analytical Skills

**REFEREES**

1. Maya Al khoury

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