

VINCENT OMONDI ADUOL

Nairobi, 232600202 | +254706238387 | viaduol@gmail.com |
<https://www.linkedin.com/in/vincent-aduol-78803187/?originalSubdomain=ke>

CAREER SUMMARY

Dynamic IT professional with half a decade years of experience, proficient in managing Windows, Linux, and macOS operating systems, and skilled in HTML, CSS, with ongoing learning in Java and SQL. Expertise in system administration, including server maintenance, performance optimization, and disaster recovery planning. Proven track record in network management, designing and deploying LAN/WAN networks, and configuring network devices. Experienced in software development, testing, and deployment with a focus on user-friendly interfaces and Agile methodologies. Exceptional customer service skills, providing topnotch technical support and training. Adept at diagnosing and resolving complex technical issues, ensuring seamless IT operations. Demonstrated ability to collaborate effectively in cross functional teams and participate in project management, using tools like JIRA and Asana. Committed to continuous learning with certifications such as CompTIA Network+, Microsoft Certified: Azure Fundamentals, and Cisco Certified Network Associate (CCNA).

EDUCATION

- **Bachelor of Science in Information Technology**
Zetech University | 2022 – Present
- **Microsoft Certified Solutions Associate (MCSA)**
Techno Brain Kenya | 2016 – 2017
- **Diploma in Computer System Engineering**
Nairobi Institute of Business Studies | 2011 – 2012
- **International Computer Driving License (ICDL)**
Credit | 2009 – 2010
- **High School Certificate**
Athi-River Academy High School | 2006 – 2009

WORK HISTORY

ICT OFFICER AT KENYATTA NATIONAL HOSPITAL

April 2018 – Present

System Assessment and Maintenance

- Reviewed diagnostics to assess the functionality and efficiency of systems.
- Installed and updated company software and hardware as needed.
- Anticipated and reported costs related to replacing or updating computer equipment.

Security Management

- Implemented robust security measures to protect organizational data.
- Monitored security certificates to ensure company compliance with requirements.
- Educated coworkers on network security and best practices for computer usage.

Technical Support

- Provided technical support to staff, troubleshooting and resolving computer issues.
- Supported day-to-day operations of the computer network.

Network and Administration Support

- Assisted with network administration tasks.
- Conducted IT audits, reviews, and assessments of controls.

Project and Budget Management

- Created and implemented budgets for IT projects and operations.
- Coordinated IT project activities with internal departments and external vendors.

Website Development

- Develop and maintain websites using WordPress.
- Customize and manage the front-end elements for websites.
- Implement and modify dashboard themes to meet specific functional requirements.

I.T SUPPORT SPECIALIST AT DIAMOND CASINO

February 2016 – March 2018

Network Management:

- Assist in the setup, configuration, and maintenance of network equipment (routers, switches, firewalls).
- Monitor network performance and ensure network security.
- Troubleshoot network connectivity issues and perform necessary repairs.

System Maintenance:

- Perform regular maintenance tasks such as software updates, patches, and backups.
- Manage user accounts, permissions, and passwords in Active Directory.
- Ensure all systems are secure and protected against cybersecurity threats.

Documentation:

- Maintain accurate records of all IT assets, configurations, and maintenance activities.
- Create and update technical documentation and user guides.

Data Management:

- Accurately input product details into inventory management systems.
- Populated Google Sheets and Excel spreadsheets with product-specific copy, size charts, and other relevant information.
- Ensure data accuracy and completeness.
- Collaborate effectively within a team-oriented setting to achieve common goals.

I.T VOLUNTEER AT COPTIC HOSPITAL

November 2015 – February 2016

Technical Assistance:

- Provide first-level support to end-users for hardware, software, and network issues.
- Respond to support requests via phone, email, or ticketing system in a timely manner.
- Diagnose and resolve technical issues, escalating more complex problems to higher-level IT staff if necessary.

User Management:

- Set up and manage user accounts, permissions, and passwords.

- Assist in onboarding and off boarding processes by configuring user workstations and ensuring proper access.

Hardware Support:

- Maintain and troubleshoot hardware, including desktops, laptops, printers, and peripherals.
- Coordinate with vendors for hardware repairs and replacements when needed.

I.T SUPPORT OFFICER AT INSYNC SOLUTION LIMITED

July 2013 – September 2014

System Maintenance:

- Install, configure, and update operating systems, applications, and software.
- Perform routine maintenance tasks such as backups, patches, and system updates.
- Monitor system performance and ensure optimal operation of IT systems.

Technical Support:

- Provide first-level support to end-users for hardware, software, and network issues.
- Respond to support requests via phone, email, or ticketing system promptly.
- Diagnose and resolve technical issues, escalating more complex problems to higher-level IT staff if necessary.

Training and Education:

- Provide training and support to users on IT systems and best practices.
- Develop training materials and conduct training sessions as needed.

PROFESSIONAL ACCOMPLISHMENTS

Technical Support Excellence: Provided exceptional technical support to over 1000 end users, resolving issues promptly and maintaining a high satisfaction rate. Developed comprehensive troubleshooting guides that improved the efficiency of the support team.

Employee Training Initiatives: Organized frequent training sessions focused on new software like SAP, Health Medical Information System(HMIS) and IT best practices, significantly improving employees' technical skills and reducing support requests.

Cyber Security Training Program: Attended training by the ministry of information and technology about the awareness of cyber security. Fostering a workplace culture where cyber security is shared responsibility

REFEREES

1.Irene Tuwei
P.O. Box 20723
Nairobi, Kenya
Phone: +254 720 831 580
Email: Irenebett36@gmail.com

2. Dr. Peter Biribwa
P.O. Box 21570-00505
Nairobi, Kenya
Phone: +254 720 314 211
Email:petebiri@gmail.com

3.Kevin Kaityany Kipkemboi
P.O. Box 20723 – 00200
Nairobi, Kenya
Phone: +254 720 691 711
Email: kevin.Kaityany@gmail.com