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Karoli Lwanga Otieno Oguna Curriculum Vitae

OBJECTIVES:

* To facilitate development, implementation and maintenance of dependable ICT solutions for organizations prosperity.
* Committed to be on the first line towards realization of organization goals; and
* To increase my knowledge whenever I come across a new ICT technology.

PROFILE:

A Well-seasoned, highly talented, self-motivated, enthusiastic IT person with a huge background in ICT Systems Support Services providing training and technical assistance to computer system users. Developing computer based solutions to a variety of needs especially testing and assessment systems and tools. Highly knowledgeable in the use of computer hardware and software, server-based applications, security and access levels. Well seasoned in Linux and Windows operating systems installations, word-processing, electronic mail, printing, spreadsheets and considerable knowledge in web design/development.

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| Work experience | August 2018 – Date National Industrial Training Authority (NITA) Nairobi  Senior ICT Officer – ICT Department   * Carry out systems analysis, design and program development in liaison with users. * Development, Implementation and maintenance of systems. * Ensuring adherence to established ICT standards * Supervising, installation, certification, repairs and maintenance of ICT equipment and associated peripherals. * Developing and maintaining ICT standards * Drawing and scheduling preventive maintenance. * Advising on ICT related issues.   January 2015 – Date National Industrial Training Authority (NITA) Nairobi  Industrial Training Officer I – Assessment and Certification section   * Provide ALL systems support for the Oracle Trade Testing System * Supervise registration of trade test candidates. * Organize for inspection and accreditation of trade testing Centre’s. * Coordinate preparation of examinations papers, moderation and supervision of trade test examinations. * Advice on assessment and certification matters to inform policy development. * Develop work plans, budgets and strategies for implementation of assessment and certification function of the authority. * Maintaining a database and backups of candidate’s records including financial collection statistics, performance monitoring and certificate processing.   **Other Responsibilities/Notable Achievements**   * Provided ICT technical support for setup, implementation and maintenance of NITA payroll system – May 2014 to Dec 2016 * Awarded Recognition Certificate for outstanding performance – 2015/16 * Appointed KYEOP World Bank Project in charge of Assessment and Certification – 2015 * Appointed ICT Champion for Information Security Management System ISO 27001 * Appointed Champion for ERP Systems Implementation Team (Industrial training Functions) – 2016 * Appointed Champion to New NITA Email System migration team – 2016 * Trade Test Supervisor for years (2014, 2015, 2016 & 2017) * Member of notable committees of the Centre as follows: -  1. Task force on development of NITA Career Progressions Guidelines - 2015 2. Task force on Staff Suitability Assessment (Test) - 2016 3. Trade Test Coordination Committee – 2016 4. Industrial Training Strategy Committee (ITSC) – 2017 5. Technical Committee on Training Providers – 2017   May 2010 – December 2014 Technology Development Centre Athi River  HOD ICT & Lecturer   * Head of the ICT department, advising on ALL ICT related matters for TDC Athi River. * Scheduling departmental timetables, work plans and ICT budget for the entire Centre (TDC) * Maintaining all ICT related equipment, peripherals and infrastructure. * Providing support and maintenance of ICT examination processing systems for all students. * Providing Theoretic and Practical Instructional Training to trainees in ICT related programs. * Maintaining a database and backups of student records including examination statistics and accounting records electronically.   **Other Responsibilities/Notable Achievements**   * Setup TDC Email System * Developed and Implemented automated online Results Processing System * Received letters of recognition for outstanding performance of students in subjects that I taught i.e. Data Communications, Programming, ICT Project and Computer Applications for years (2011, 2012 & 2013) * Member of notable committees of the Centre as follows: -  1. Supervisor, ICT Conference Centre – 2011 2. Secretary, to Marketing and Publicity Committee – 2012 3. Tender Award Committee – 2013 4. Integrity Assurance Officer – 2014 5. Chairman, Marketing and Publicity Committee – 2014 6. Member, Integrity Committee – 2014   Apr 2007 - April 2010 Ministry of State for Youth Affairs (MOYA) Machakos  I.C.T Instructor II – Machakos District   * Providing Theoretic and Practical Instructional Training to Polytechnic students. * Maintaining a database and backups of student records including examination statistics and accounts records electronically. * Requisitioning, installing, repairing and maintaining of ICT equipment and associated peripherals;   Jan – Dec 2006 African Youth Parliament (AYP) Nairobi  Computer Technician  Performing installations, maintenance, troubleshooting and upgrading computer hardware, software, personal computer networks, peripheral equipment and electronic mail systems; assessing user training needs and training users in effective use of applications; making recommendations regarding hardware and software acquisitions. Updating the AYP website, preparation of documentation and providing user assistance to AYP’s staff and performing related work as required.  2003 – 2005 British American Tobacco Leaf Threshing Plant Thika  ICT Logistics Operator   * Designing electronic data structures and computing reports on factory downtime, throughputs productivity and yields. * Maintaining a database and backups on operators shift performance, analysis and measuring performance on a shift basis for shift managers and operators. * Computing, correlating and eventual posting of factory Key Processing Issues (KPI’s). * Monitoring and controlling electronic computer and peripheral electronic data processing equipment to process business, scientific and other data according to operating instructions. * Assisted in providing computer technical support services to personal computer users.   Jan – Dec 2002 Comac Technology Services Nairobi  Network Technician   * Assisted in the day-to-day support of the data communications network and Internet services. * Responsible for the support of network services relating to desktop connectivity. * Wrote clear and coherent documents regarding support incidents. * Installed and repaired equipment and software. * Developed and implemented required solutions to ICT problems and challenges. * Assisted in the maintenance of local area networks. * Analyzed and diagnosed operating problems. |
| Professional Education | Ongoing JKUAT Nairobi  Master of Science in Computer Systems (Msc. Computer Systems)   * Expected May 2022   Jan 2011 – Apr 2013 KCA University Nairobi  Bachelor of Science in Information Technology (Bsc. IT)   * First Class Honors   Aug 2008 – Nov 2010 Kenya Technical Teachers College Nairobi  KNEC HND (Higher National Diploma in Technical Education Management)   * Distinction   Jan – Dec 2005 Kenya Technical Teachers College Nairobi  KNEC Diploma in Technical Education – Computer Studies Option   * Second Class Honors   Jan 2000 – Dec 2001 Kenya Technical Teachers College Nairobi  KNEC Diploma in Computer Science   * Pass |
| Basic Education | 1995 – 1998 Thika High School Thika Town  Kenya Certificate of Secondary Education (KCSE)  1987 – 1994 General Kago Primary School Thika Town  Kenya Certificate of Primary Education (KCPE) |
| Professional Course, Workshops and Seminars | *May 2019 Kenya Factors Naivasha* Enterprise Risk Management  *May 2019 Kenya School of Government Nairobi*  Grievance Redress Mechanism  *February 2019 ICT Authority Naivasha*  IT Governance Standards Training  *August 2018 AMC Group Africa Limited KEPHIS Nairobi*  Internal Quality Auditors Course ISO 9001-2015  *May 2018 MS Training Centre for Development Co-operation Arusha*  Project Planning and Management Comprehensive Course  *February 2016 Computer Society of Kenya LAICO Regency*  Information Security for the Enterprise (Critical Updates) Seminar  *October 2015 Kenya Bureau of Standards Kisumu Town*  Information Security Management Systems (ISMS) Training ISO 27001:2013  *May – August 2015 JKUAT Nairobi*  Cisco Certified Network Associate (CCNA) Training  *January 2015 Kenya School of Government Nairobi*  Senior Management Course (SMC) Training  *November 2012 SEAH Networks Korea Nairobi*  Windows Server 2008 Setup and Configuration Training  *December 2012 SEAH Networks Korea Nairobi*  Server Virtualization in VMware and Hyper-V Training  *September 2011 Korea Institute of Construction Technology Korea*  ICT Course (Web Design, DB Programming, Security and Networking) |
| Professional Body Membership | * Association of Computing Practitioners of Kenya (ACPK) – Professional Member (2018) * Computer Society of Kenya (CSK) – Professional Member (2015) * Presidential Award Scheme – GOLD Standard (2002) |
| Languages | English, Kiswahili, Luo and Kikuyu. |
| Hobbies | Reading contemporary ICT publications, Internet surfing, singing, traveling, Soccer, Table Tennis & Handball. |
| References | **Mr. Stephen Ogenga**  Director General  National Industrial Training Authority  P.O. Box 74494 - 00200  NAIROBI  Phone: +254 728 211 952  **Rev. Fr. Lawrence Karuri**  Parish Priest – Gatundu Catholic Church  P.O. Box 2179  GATUNDU  Phone: +254 722 468 129  **Mr. Alex Barasa Nyutu**  Chief Executive Officer (Founder)  Kaka House, 3rd Floor,  Maua Close Off Parklands Road, Westlands  NAIROBI  Phone: +254 722 577 891 |