

Zedeck Onyancha Ombasa

✉ ombasazedeck@gmail.com ☎ +254 71 5 064 537 📍 Nairobi, Kenya 🇰🇪 Kenyan

PROFILE

A highly motivated and detail-oriented ICT professional with a strong background in computer systems, network administration, and ICT security. Adept at managing business applications, supporting IT infrastructure, and implementing security measures. Possesses excellent problem-solving skills and a passion for leveraging technology to enhance operational efficiency.

EDUCATION

BSc in Information Technology - (Second Class) KIBABII UNIVERSITY	09/2018 – 03/2023 KENYA
Cisco CCNA (Ongoing) Kenyatta University Cisco Academy	2024 – 2024 Nairobi
Computer Systems and Applications - (Distinction) ELGON VIEW COLLEGE	04/2018 – 05/2018 Kenya
Kenya Certificate of Secondary Education NYAKOIBA HIGH SCHOOL	2014 – 2017 Kenya

PROFESSIONAL EXPERIENCE

IT Specialist -(PART TIME) SKYBIRD CARGO LIMITED	2022 – present NAIROBI, KENYA
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KEY RESPONSIBILITIES:

- IT Infrastructure Management: Maintained and supported the company's network, servers, and computer systems to ensure smooth operations.
- Technical Support & Troubleshooting: Provided hardware and software support for PCs, laptops, printers, and other IT equipment, reducing downtime and ensuring efficient operations.
- Network Administration: Configured and managed LAN/WAN, firewalls, routers, and switches, ensuring optimal network performance and security.
- Cybersecurity & Data Protection: Implemented security protocols, antivirus updates, and firewall configurations to safeguard the company's data from cyber threats.
- System Maintenance & Upgrades: Regularly updated and maintained operating systems, business applications, and network devices to enhance performance and security.
- User Account Management: Created, managed, and troubleshoot user accounts, passwords, and access permissions in Active Directory and other enterprise systems.
- Software & Hardware Installation: Installed and configured business applications, operating systems, and printers.
- Biometric Systems Maintenance: Monitored and maintained biometric attendance systems for employee management.
- Backup & Disaster Recovery: Managed data backups, recovery procedures, and storage solutions to prevent data loss and ensure business continuity.
- Documentation & Reporting: Maintained IT asset inventory, created technical documentation, and prepared reports on system performance, security incidents, and troubleshooting procedures.
- End-User Training & Support: Provided IT training and user support to staff on best practices, new software, and security awareness to enhance productivity and reduce IT issues.
- Vendor & Third-Party Coordination: Liaised with IT service providers, vendors, and contractors to procure and maintain hardware, software, and network services.

ICT Support (Field Attachment) MINISTRY OF ROADS AND TRANSPORT	2022 – 2022 NAIROBI, KENYA
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- Aid end-users with hardware and software issues.
- Help maintain and manage IT systems and networks.

- Identify and resolve technical problems with computers, networks, and peripherals.
- Assist in installing and updating software applications.
- Organize and manage data and databases.
- Document IT procedures, configurations, and troubleshooting steps.
- Train end-users on IT systems and applications.
- Implement and monitor IT security measures.
- Assist in planning, implementing, and supporting IT projects.
- Prepare reports on IT activities and project progress.

KEY SKILLS & COMPETENCIES

Technical Skills

- ICT User Administration & Support
- Network Administration & Troubleshooting
- Computer Security & Data Protection
- Hardware & Software Maintenance
- ICT Policy Implementation
- Software Coding & Development

LANGUAGES

English



Kiswahili



REFERENCES

Ositu Bonface, *Managing Director*, Skybird Cargo Limited
bonface@skybirdcargo.co.ke, +254-733-862-412

Teresa Wanjiru, *Team Lead*, ISON BPO KENYA
0717263297

Daniel Njihia, *Communications Officer*, Ministry of Roads and Transport
0771579687

Dr. Roselida Ongare, *Senior Lecturer*, Kibabii University
0780617537