

Dr. Fredrick Omondi Adero

University of Nairobi, Customer Experience & Information Centre

P.O.Box 30197, 00100-Nairobi, KENYA

Mob: +254(0)721289963 E-Address: aderofredo@yahoo.co.uk / fadero@uonbi.ac.uk

SUMMARY

A highly skilled and well seasoned telecommunication professional with over 15 years management experience planning, developing, implementing and evaluating the effectiveness of systems and infrastructure services that facilitate corporate growth. Leading cross-functional teams with diverse technical backgrounds. Adept to consensus building, crisis management, problem solving and negotiations. Well-rounded background of communication & network infrastructure and services management. A proactive thinker with strong analytical and excellent interpersonal and communication skills. Expert in system modelling, optimisation, analysis and performance evaluation.

ACHIEVEMENTS

- Engineered and provided professional guidance in planning, implementation and successful commissioning of the University of Nairobi Customer Experience & Information Centre - August 31, 2018
- Fund raising for the Centre activities - Kes. 2,500,000
- Organizing collaborations with industry partners. - (Cisco East Africa Limited, Computec Kenya Limited, Kansai Plascon Limited, Safaricom Ltd, Kenya Commercial Bank, Kenya Power & Lighting Ltd, Techno Brain Ltd, Kenya Institute of Customer Experience among others)
- Pioneered the merger between ICT and Telecommunication services at the University of Nairobi in 2010 saving on infrastructural costs.
- Restored and enhanced university relations with telecommunication service vendors by negotiating Service Level Agreements (SLAs).
- Successfully negotiated payment of outstanding university telecommunication bills saving over KSh 40 million.
- Leadership in design, development and implementation of a range of ICT Infrastructure projects and Services across university campuses: WAN, LANS, Voice integration, Multimedia, CCTV, VPN, private WiFi, and others - University of Nairobi, Kenya
- Successful leadership and management of staff and university telecommunication services
- Publication of 6 peer reviewed research papers in recognised international conferences, 2 journals and 2 book chapters in Springer.

AREAS OF EXPERTISE AND SKILLS

| | | |
|---|-------------------------------------|------------------------|
| Strategic Planning | Project Management | Policy development |
| Team Building/Coaching | Training and Mentorship | Problem Resolution |
| Performance Optimisation | Resources Management | Requirement Analysis |
| Vendor Negotiation & Management | Human Resources Management | Teamwork |
| Strong Analytics | Budget management | Technology Integration |
| Solid leadership skills | Project management | C/C++ |
| Network Design Modelling and Simulation | Employer Employee Relations | Java |
| System Modelling, Simulation and Analysis | Financial control | Script Writing |
| Performance/Reliability Evaluation | Configuration of routers & Switches | Matlab |

PROFESSIONAL EXPERIENCE

Deputy Director, ICT-Centre

Sept. 2010 - Present

Communication & Networks Infrastructure and Services (CNIS)
University of Nairobi, Nairobi, Kenya

Duties and Responsibilities

- Strategic planning for CNIS services in line with the corporate plan
- Provide leadership in planning, development, operation and maintenance of CNIS services
- Oversee the planning and implementation of human resources development
- Provide technical guidance in procurement of necessary hardware, software, services and facilities
- Develop, implement and enforce CNIS policies, standards and quality assurance.
- Provide CNIS Services to user departments in accordance with Service Level Agreements
- Liaise with the University Management in the realization of the overall strategic plans for CNIS services
- Liaise with other deputy directors to ensure effective and efficient running of university CNIS services.
- Monitor and evaluate CNIS related projects and departmental personnel
- Develop, implement and enforce necessary security measures for CNIS services
- Carry out staff appraisal and provide required training in line with duties, providing progress reports/recommendations for each departmental staff in relation to individual work plans
- Enforce staff punctuality and effective execution of duties
- Actualise university service charter requirements

Additional Responsibilities

April. 2018 - Present

- Ag. Director, Customer Experience and Information Centre (CEIC)
- Mainstreaming CEIC services to university colleges, campuses and external study centres
- Development and execution for Customer Care professional trainings
- Managing implementation of capital projects for the CEIC.
- Development of statutory documents for the CEIC
- Development and implementation of CEIC structure

Telephone Officer

April. 2005 - Sept.2010

Estates Department, University of Nairobi, Nairobi, Kenya

Duties and Responsibilities

- Responsible the for daily operations, maintenance and management of University telecommunication infrastructure and services
- Negotiate, implement and manage service level agreements
- Management of human resources
- Budget preparation
- Procurement of equipment and services

Senior Network Support Technologist

July 2000 - Sept.2005

ICT Centre, University of Nairobi, Nairobi, Kenya

Duties and Responsibilities

- Responsible for daily operations, maintenance and management of ICT services in various University of Nairobi campuses
- Providing ICT first and second level support
- Maintaining and administering campus ICT infrastructure and services
- Procurement of ICT services
- Providing team leadership

LECTURING EXPERIENCE

Part Time Lecturer

January 2018 - Present

School of Computer and Informatics, University of Nairobi, Nairobi, Kenya

Duties and Responsibilities

- Lecturing courses in computer and communication networks such as: Intelligent Systems Modelling, Network Modelling and Simulation, Computer Networks: Operations and Applications, Foundation Maths, Network Design, Network Management, Computer System Architecture and Operating Systems
- Lecturing and tutoring seminar sessions on Intelligent Systems Modelling
- Setting, administration, evaluation and Marking of examination scripts.
- Administration of student Course Work, Presentation and Continuous Assessment Tests,
- Open to supervision of postgraduate and undergraduate student projects.

Hourly Paid Lecturer

September 2012 - May 2016

School of Science and Technology, Middlesex University, London, United Kingdom

Duties and Responsibilities

- Active engagement in scholarly activities including research, publications in peer reviewed journals and presentation of research contributions in relevant international conferences
- Lecturing courses in computer and communication networks such as: Network Modelling and Simulation, Computer Networks: Operations and Applications, Foundation Maths, Network Design, Computer System Architecture and Operating Systems
- Lecturing and tutoring seminar and lab sessions. Networking, Protocols and Network Performance and Simulations, Advance Network Design and Security.
- Assessing and providing feedback to student laboratory and experimental works
- Supervising postgraduate and undergraduate student projects and course works
- Contributing to curriculum development through active participation in the board of studies and Learning committee meetings

Hourly Paid Lecturer

September 2009 - July 2011

School of Computer Science, Kenya Methodist University, Nairobi, Kenya

Duties and Responsibilities

- Lecturing courses in computer and communication networks: Computer Networks: Operations and Applications, Network Design and Performance Optimization
- Assessment and grading of student exam results
- Contributing to curriculum development through active participation in the board of studies and Learning committee meetings

Hourly Paid Lecturer

September 2009 - July 2011

Institute of Computer Science and School of Mathematics, University of Nairobi, Nairobi, Kenya

Duties and Responsibilities

- Lecturing courses in computer and communication networks such as: Computer Networks, Introduction to Computers, Network Administration and IT proficiency courses
- Assessment and grading of student exam results

EDUCATION

Doctor of Philosophy (PhD) - Computer and Communication Networks Engineering April 2016
Middlesex University, London, United Kingdom

Thesis: Modelling and Performability Evaluation of Wireless Sensor Networks

Master of Science (MSc) - Computer Networks January 2008
Middlesex University, London, United Kingdom

Thesis: Performability Evaluation of integrated Voice and Data Networks

Higher Diploma (HD) - Electrical & Electronics Engineering November 1999
The Kenya Polytechnic, Nairobi, Kenya

Ordinary Diploma (Diploma) - Instrumentation & Control Engineering November 1996
The Mombasa Polytechnic, Mombasa, Kenya

Kenya Certificate of Secondary Education (KCSE) November 1991
Ambira High School, Siaya, Kenya

PROFESSIONAL MEMBERSHIP AND AFFILIATIONS

Student Member: Institute of Electrical and Electronics Engineers (IEEE) No: 93582618

Member: IEEE Communication Society

Member: IEEE Computer Society

REFERENCE

Prof. Orhan Gemikonakli
School of Science and Technology,
Middlesex University
The Burroughs, Hendon,
London, NW4 4BT, UK.
Email: o.gemikonakli@mdx.ac.uk

Prof. Enver Ever
Middle East Technical University
North Cyprus Campus
Guzelyurt, Mersin 10,
Turkey.
Email: eever@metu.edu.tr

Mr. Ibrahim Otieno
Director, ICT-Centre
University of Nairobi
Chiromo Campus
P. O. Box 30197, Nrb, Kenya
Email: iotieno@uonbi.ac.ke