

# Gabriel Ambeba Ambuko

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## Career Profile

A qualified and experienced ICT professional with over 5 years of quality work experience acquired in a large institution in Kenya. A results-oriented and reliable team player who strives for excellence in all tasks handled leading to achievement of set objectives.

## Academic Qualifications

Area of Learning	Institution	Year
Bsc. Information Technology	Maseno University	2012
Diploma in Information Technology	Institute of Advanced Technology	2008
Kenya Certificate of Secondary Education	Chavakali High School	2005
Kenya Certificate of Primary Education	Mulwaki Primary School	2001

## Key Skills and Personal Attributes

My key skills include:

- **Information and Communications Technology [ICT]** – Highly experienced in maintaining and troubleshooting IT equipment. Possesses excellent hands-on experience in server management and user support among other areas of ICT and other areas of data network administration.
- **Computer Software and Hardware Maintenance** – Equipped with extensive experience in installing and maintaining both computer software and hardware. Competent in systems analysis, design and programme specifications among other areas.
- **Networking** - Knowledgeable in networking with excellent hands on knowhow in LAN set up and troubleshooting, remote network connectivity operations, configuration and support of wireless internet networks, calculations and allocations of internet protocols among other areas.
- **Analysis and Diagnosis** – Highly experienced in analyzing and diagnosing faulty ICT equipment and software malfunctions. Well versed in correcting any ICT related faults.
- **Coordination, Organization and Planning** - A highly organized individual who approaches all his work in a methodical and professional manner.
- **Problem Solving** - An innovative problem solver who is able to generate workable solutions and resolve complaints.
- **Communications** – Communicates very well both orally and in writing. Possesses good presentation, telephone and people handling skills. Fluent in English and Kiswahili.
- **Interpersonal** – Relates and works very well with people from different cultures and backgrounds.

These are my strong personal attributes:

- Self driven;
- Highly innovative and creative;
- Honest and reliable;
- Able to work with minimum supervision and meet tight deadlines.

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**Work Experience**

<b>From:</b>	Jan 2009	<b>To:</b>	To-date	<b>Employer:</b>	University of Nairobi	<b>Role:</b>	ICT Officer
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### Main Responsibilities

Supervising the IT Helpdesk support; assisting with user support requests; managing and troubleshooting the network system and resources; providing technical assistance to computer system users including printing, installation, word processing, electronic mail and operating systems; modifying and customizing commercial programs for internal needs; resolving computer problems for the university community in person, via telephone or from remote location; installing and performing repairs to hardware, software and peripheral equipment following design or installation specification; overseeing daily performance of computer systems; Setting up equipment for use and ensuring proper installation of cable, operating systems, and appropriate software among other responsibilities.

### Key Achievements

- Highly instrumental in ensuring smooth running of operations through proper installation and maintenance of ICT equipments and softwares.
- Diligently diagnosed faulty ICT equipment and ensured proper troubleshooting leading to attainment of work objectives.
- Ensured that all software and hardware equipment was maintained in good working order leading to smooth uninterrupted operations in the institution.
- Greatly improved and perfected my computer and ICT skills through hands-on application in the duties I undertook.
- Translated the knowledge acquired into practical initiatives that made great improvement in achievement of work objectives.
- Provided efficient user services through the Help Desk Software.
- Greatly improved my decision making skills through hands-on experience in handling various challenging situations which called for different approaches in decision making.
- Performed my work with minimum supervision and with speed and accuracy at all times.

### Referees

1	<b>NAME</b>	<b>MR.ABDISALAM AGA TUKA</b>
	<b>ROLE</b>	CHIEF ICT OFFICER, ICTC USER SUPPORT SERVICES
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2	<b>NAME</b>	<b>MR. JOHN ARUM</b>
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3	<b>NAME</b>	<b>NANCY MARIKA</b>
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