

## 1. PERSONAL DATA

**Name:** Janet King'oina Maranga  
**Contact Address:** P.O BOX 39501-00623, NAIROBI, KENYA  
**Email Address:** [jmaranga@uonbi.ac.ke](mailto:jmaranga@uonbi.ac.ke)  
**Gender:** Female  
**Nationality:** Kenyan

## 2. ACADEMIC QUALIFICATIONS

<u>ACADEMIC QUALIFICATIONS</u>	<u>INSTITUTION</u>	<u>DURATION</u>
Master of Science in Computer Science	University of Nairobi	2010 - 2012
Bachelor of Science in Computer Science	Egerton University	2005 - 2009

## 3. PROFESSIONAL COURSES

<u>COURSE</u>	<u>INSTITUTION</u>	<u>DATE</u>
Kenya Principles and Practices of Research Data Management and Collection	University of Washington / University of Nairobi	January 2016 - Date
Kenya ICT in Health Research: Creative Integration of ICT Tools	University of Washington / University of Nairobi	January 2016 - Date
CISCO DLTT(Developing Local Talent through Technology)	AFRALTI (Africa Advanced Level Training Institute)	February 2016
Excellent Project Management Skills Training	Dolphins Training and Consultants Ltd	February 2015
Scalable Campus Networks and Wireless LAN Design Training	KENET (Kenya Education Network)	2014 October
Information Systems Security Course	Akirachix Association	2014 April - June
Certified Information Systems Auditor (CISA) (Passed the June 2013 Exam)	Self Study	2013 January - June

## 4. PROFESSIONAL SKILLS/ EXPERTISE

<u>Skill</u>	<u>Demonstration</u>
<b>System Administration and Networking Skills</b>	<ul style="list-style-type: none"><li>Involved in the design, implementation and administration of University server systems, facilities and services in line with established University's policies, standards and procedures</li><li>Manage server systems users and resources on various university systems e.g. the Microsoft Active Directory, the centrally managed corporate antivirus, the system center configuration manager for deploying software to university machines among others.</li><li>Actively design, implement and manage server security systems and procedures through continuous auditing and give recommendations on how to fine-tune the performance of servers and server processes.</li><li>Involved in management of network devices on the UoN corporate network such as the firewall in order to maintain robust Network Infrastructure security and ensure that any threats to the corporate environment are mitigated.</li><li>Involved in network supervision and management of resources available on the network at Kabarak University.</li><li>Trained undergraduate students in both theory and practical sessions of system and database administration Computer Networking at Presbyterian University of East Africa.</li></ul>
<b>Group Management Skills</b>	<ul style="list-style-type: none"><li>Organizes the team for training on Information Systems Security Management at the University of Nairobi ICT Center.</li><li>Pioneered and provided direction in planning for and implementing ICT infrastructure at Mayfair Insurance Company Limited. Documented all the I.T.policies currently in use.</li><li>Provided project management in the development and implementation of health</li></ul>

	<p>leaders and managers' website and Health Leadership and Management development platform for Management Sciences for Health (MSH) Inc.</p> <ul style="list-style-type: none"> <li>• Oversaw the installation and management of Ozeki SMS server and clients for Forum Syd, a Swedish NGO</li> <li>• Managed the maintenance of E-Sure, which is an Insurance Company Management software deployed at Mayfair Insurance Company Limited.</li> <li>• Pioneered and provided leadership in the development of the Kenya Network Information Systems (KENIC) website, Tintin Restaurant Website, XYZ Show website among others.</li> <li>• Increased efficiency by playing a key role in the implementation and training of a new CRM (Customer Relationship Management system) at J.S.Engine Ltd.</li> </ul>
<p><b>I.S. Auditing Skills and System Analytical Skills</b></p>	<ul style="list-style-type: none"> <li>• Actively audits the UoN Network, MIS systems, servers and databases to in order to maintain robust Network Infrastructure security as well as continually monitor the threat landscape so as to keep the network and systems secure from threats.</li> <li>• Developed the Business Continuity Plan for the University of Nairobi ICT Center</li> <li>• Developed the University of Nairobi ICT Center Disaster Recovery Plan and assisted in training the team members on steps to take in case of a disaster.</li> <li>• Developed and aided in implementation of all the I.T policies at Mayfair Insurance Company Limited.</li> <li>• Trained the employees on best practices and the company policies and confirmed whether the auditees complied with appropriate standards and best practices.</li> <li>• Deployed Microsoft Active Directory at the University of Nairobi, set up Domain Controllers and hypervisors and trained User support officers on the setup and migration from workgroups to the Active Directory Domain Environment</li> <li>• Actively manages the Active Directory environment and ensures everything runs smoothly at all times.</li> </ul>
<p><b>Communication and Interpersonal skills</b></p>	<ul style="list-style-type: none"> <li>• Able to effectively communicate and work with my fellow colleagues in the Network Infrastructure Services section at ICT Center at UoN when working on group assignments.</li> <li>• Able to capture meeting minutes well and disseminate to relevant parties at ICT Center as well as in previous work stations.</li> <li>• Manages Internet links and monitors bandwidth from KENET ISP to the University of Nairobi Chiromo coresetch as well as to the other subsequent links via PRTG traffic grapher in order to ensure that the services are being provided in line with the service level agreements of the Internet Service Providers and our users have uninterrupted service. Liaises with KENET in case of any fluctuations in Internet bandwidth.</li> <li>• Proficient in MS Office Suite.</li> </ul>
<p><b>Training Skills</b></p>	<ul style="list-style-type: none"> <li>• Involved in training ICT user support officers on the installation, configuration and troubleshooting of Kaspersky Antivirus at the University of Nairobi.</li> <li>• Involved in training User support officers on the migration from workgroups to the Active Directory Domain environment.</li> <li>• Actively trains users of different cadres from senior management to middle management on Information Management Security and how to maintain organizational as well as their personal security as they interact with various systems.</li> <li>• Taught undergraduate students and assessed them, set and mark examinations and sat in appropriate examination meetings at The Presbyterian University of East Africa.</li> <li>• Conducted user and management training for users and managers in various organizations in order to maintain optimum service levels and enable the users get the most out of the developed websites, systems and platforms that had been custom built for them.</li> <li>• Coaching, mentoring and training interns within a technical team environment.</li> </ul>

Skill	Demonstration
<b>Administration and Management</b>	<ul style="list-style-type: none"> <li>• Managed operations of three departments in J.S. Engine Ltd.</li> <li>• Directly supervised 3 team leaders and 10 members of staff.</li> <li>• Monitored service levels and schedules; took action needed to ensure customer satisfaction, cost control, and efficiency.</li> <li>• Operations Manager at Ufahamu Kenya, a Data visualization company, responsible for overseeing all day to day operations.</li> <li>• Defined and initiated projects and assigned Project Managers to manage costs, schedules, and performance of component projects, while working to ensure the ultimate success and acceptance of the program. This was for several clients.</li> </ul>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Responded to client telephone calls and emails, ensuring that each was attended to according to their requirements.</li> <li>• Responded to clients' complaints and ensured that each of the clients received a satisfactory solution to the problem and escalated those that were beyond my authority.</li> <li>• Received telephone calls and visitors at J.S. Engine Ltd. and assisted them with their</li> </ul>

## 5. LIST OF PUBLICATIONS

King'oina, J.M. "Strategic Interventions to enhance adoption of Open Source Applications and Creative commons licensed Open Content in the Kenyan Government." December 2012.

## 6. OTHER RELEVANT SUPPORTING INFORMATION

### EXTRA CURRICULAR & PROFESSIONAL ACTIVITIES

- (a) A **Founder Member** of *Ufahamu Kenya*. This group is concerned with visualization of Open Data to facilitate decision making and improve the community in developing countries.
- (b) A **Member** of the *Association of Computing Machinery for Women (ACM-W)*. This is the top Computer Science professional association in the world.
- (c) A **Founder Member and Secretary/ Treasurer** of the *Association of Computing Machinery for Women (ACM-W, Nairobi Chapter)* which seeks to empower girls and women in *Computer Science* to pursue it as a career.
- (d) A former **Board Member** of DRAKE (Domain Registrars Association of Kenya).
- (e) A voluntary **Computer Tutor** teaching basic computer literacy skills to deaf students at Ngala Special School for the Deaf.
- (g) A **Gold Award** Holder of the President's Award Scheme Kenya.
- (h) A **Member** of *ISACA - Information Systems Audit and Control Association* which is a worldwide Association of IS professionals dedicated to audit, control, and security of information systems.

## 7. CONFERENCE PRESENTATIONS

- (a) NASA International Space Apps Challenge – Worked on a challenge in the Data Visualization – category and emerged overall winner in the competition. Nairobi, Kenya (2012)
- (b) Open Data for Development Camp (ODDC) – Took part in a co-creation challenge and gave a presentation on how to utilize open data in order to enhance the Health sector and emerged winner in the category of co-creation challenges., Nairobi, Kenya (2012).
- (c) Open Knowledge Festival – Participated and gave a presentation in this festival which combined two annual events, Open Government Data Camp and Open Knowledge Conference which aims to join actors from all open knowledge and open data fields to build the common open knowledge ecosystem and was the world's first open knowledge festival. Helsinki, Finland(2012).

## 8. HOBBIES

- (a) Reading motivational and Inspirational books and magazines
- (b) Reading technological magazines both online and offline and keeping abreast with the current technological trends.
- (c) Watching educational videos.
- (d) Participating and taking leadership roles in Youth Voluntary Activities such as **Reduction of Poverty and Dissemination of Information on How to Reduce AIDS/ HIV Disease among the Youth.**
- (e) Hiking and Mountain Climbing
- (f) Photography