

# LAUREEN AMATESHE

P. O. Box 43844-00100, Nairobi

+254 720 667 619

[lamateshe@gmail.com](mailto:lamateshe@gmail.com)

[laureen@uonbi.ac.ke](mailto:laureen@uonbi.ac.ke)

**CRITICAL THINKER | COMMUNICATOR | STRATEGIST | LEADER | TEAM PLAYER**

---

As an enthusiastic ICT professional with over 10 years in the digital space within the public and private sectors, I have taken strategic steps that heed to my passions, add to my knowledge and sharpen my expertise. With the drastic changes experienced in the ICT world, I have furthered my skills by continuously researching and practicing adaptability in my daily tasks. I am forward thinking, self-driven and a determined individual.

---

## **KEY PROFESSIONAL SKILLS AND COMPETENCIES**

- Understands existing and emerging technologies
- Trainer of existing organizational systems and influencer
- Inventory management and organizational skills
- Problem solving and decision making
- Technical and network support
- Project management and research
- Information security and communication skills
- Strategic planning, analysis and execution
- Forward thinker and time manager
- Quality assurance and communication skills

## **RELEVANT PROFESSIONAL EXPERIENCE**

**May 2012 – Present**                      **University of Nairobi**  
*ICT Officer*

Key Responsibilities:

- First line of contact by both staff and students on matters technology;
- Identify user knowledge gaps in use of technological tools and existing systems and schedule for trainings;
- Ascertain that user needs are well understood and incorporated during the development phase of new systems;
- Work effectively with multidisciplinary teams in utilizing university resources during meetings and trainings;

- Strengthen the leading position of the university in the region through frequently updating the website;
- Research and advise users on best ICT practices and new equipment and technologies available;
- Participate in the departmental policy making process;
- Reinforce proper utilization of ICT resources;
- Accountable for ensuring set departmental standards are followed during purchase of new equipment;
- Maintain client-level security to minimize vulnerabilities.

**Achievements:**

- Efficiently overseeing all ICT operations at the School of Dental Sciences at the university;
- Ensured continuity of office duties and online teaching and research at the School through the revised operational guidelines by the University Senate during the height of the Covid-19 pandemic;
- Successfully accelerate the process of rolling out new ICT systems to end users;
- Repeatedly earned recognition for best supporting staff for several projects including the Seed Enterprise Management Institute (SEMI) project.

**March 2011 – July 2011**

**Fintech Kenya Ltd**

***IT Coordinator*** (Stationed at Coca-Cola East & Central Africa Franchise HQ in Nairobi)

**Key Responsibilities:**

- In charge of all video/ voice conferences and meetings;
- Initiated a maintenance program for all the equipment located the conference rooms;
- Streamlined the process involved in booking of meeting rooms both for internal staff and international guests;
- Documented the troubleshooting processes of all the ICT equipment and made it available to all;
- Performed ICT support duties of computer equipment, communication and network resources;
- Identified individual training needs and offered personalized training to specific users, and new staff members.

**Achievements:**

- Negotiated contracts with vendors thereby saving the company up to 15% in revenues;
- Supervised multiple teams of contract workers and service providers during large workshops;
- Served as a liaison between the IT department, the vendors/ service providers, and the company.

**Sept 2010 – March 2011      Vodacom Business Kenya Ltd**  
***Customer Support Representative***

Key Responsibilities:

- In charge of all support calls and emails from clients and partners;
- Handled administrative duties;
- Introduced and enforced an online inventory recording system;
- Partnered with the sales team to decide on the most effective marketing strategies;
- Made frequent site visits to ensure clients received more personalized attention.

Achievements

- Pioneered the company's 24hr support team covering the whole of East Africa, thereby reducing logged complains turnaround times;
- The coordinated site visits yielded new clients and retained existing ones;
- Consolidated customer accounts together with the sales team to ensure the company's budgetary guidelines and monetary allocations were met.

## **HIGHLIGHTS OF RELEVANT PROFESSIONAL QUALIFICATIONS**

### **Online Cyber Security Awareness Course**

Kenya Education Network (KENET), Nairobi – November 2019

Data security and data destruction; Network security and byod (bring your own device) security; Social engineering and social networking; Insider threats and access to age controlled contents online for kids; Social engineering, email security and password protection; Physical security.

### **Huawei Network Certified Associate (HCNA) – Routing and Switching**

University of Nairobi & Huawei – June 2019

Huawei devices navigation and configuration; Enterprise network features and services and their management solutions; Network protocols; Internetwork communication.

### **Design Thinking for Innovation**

University of Virginia, US – December 2018

Methodologies used to solve complex problems; Design thinking process; Design thinking methodologies; Creative thinking process to explore opportunities and possibilities.

### **Foundation of Business Strategy**

University of Virginia, US – April 2018

Business strategizing and its importance; Organization's competitive position; Strategic analysis and the SWOT; Environmental analysis.

## **Fundamentals of Project Planning and Management**

University of Virginia, US – February 2018

Description of a project; Project Life Cycle; Project organization and its stakeholders; Measure of success and failure of a project.

## **Computer User Support Professional Course**

Institute of Advanced Technology (IAT), Nairobi – August 2007

Disassembling and correctly re-assembling a PC; Effective troubleshooting of PC hardware, software and peripherals; Support computer users in person or over the telephone.

## **INTERESTS**

Some of my hobbies involve various outdoor activities as I love nature. I am also consumed by the desire to give back to the community. I am therefore deeply involved with the VOFCIN (Volunteers of Children in Need) Kenya group. Additionally, I have interests in travelling, research and creative writing.

## **REFEREES**

**Mr. Dickson Kimathi,**  
Technical Manager,  
iTusk Technologies,  
Nairobi, Kenya.

(254) (0) 720 817 258

[kimathid@gmail.com](mailto:kimathid@gmail.com)

**Mr. Tom Syuki Makau,**  
Senior ICT Officer,  
University of Nairobi,  
Nairobi, Kenya.

(254) (0) 722 803 811

[syukit@uonbi.ac.ke](mailto:syukit@uonbi.ac.ke)

**Ms. Namahungo Wangila,**  
Group Training Coordinator,  
Java House Africa,  
Nairobi, Kenya.

(254) (0) 729 655 544

[namu.wangila@javahouseafrica.com](mailto:namu.wangila@javahouseafrica.com)