

GODFREY J. OMONDI OCHOLA

P.O BOX 13209, 00100

NAIROBI CITY

KENYA

CONTACT: 0721 476867, 020-2074764

E-mail: omondigj@yahoo.com/omondigj@uonbi.ac.ke

I have over 10 years work experience in Telecommunications and Information Technology management including information security, IT strategies and infrastructures. I am highly skilled Communication & Information expert with experience in managing telecommunication, Networks & electronic. As a System Administrator I am able to maintain, upgrade and manage our software, hardware and networks. Resourceful and able to diagnose and resolve problems quickly with patience to communicate with a variety of interdisciplinary teams and users. I have a proven history and track record of assisting in creating and maintaining all communication for a positive public image of an organization. I am also very flexible, honest, innovative, performance driven, reliable and resourceful with sufficient familiarity in my area of work. I also have experience in developing products and managing internal resources both technical and commercial to successfully deliver new products and carry out research management in my areas of study.

WORK EXPERIENCE

UNIVERSITY OF NAIROBI, 2018 - T0 –Date

CHIEF ICT OFFICER – SYSTEM ADMINISTRATION

- Executes and supports the University's systems administration' architecture & projects in a cost effective way while still upholding the highest level of quality and security.
- Support and maintenance of systems infrastructure to enhance the flow of information within the organization.
- Administer servers, laptop and desktop computers, printers, routers, switches, firewalls, phones, software deployment, security updates and patches.
- Ensure design of system allows all components to work properly together.
- Troubleshoot problems reported by users and analyze and isolate issues
- Installing and configuring software, hardware and networks
- Monitoring system performance and troubleshooting issues
- Ensuring security and efficiency of IT infrastructure
- Set up accounts and workstations
- Security Management
- Service Management
- Project Management
- Any other duties as assigned.

UNIVERSITY OF NAIROBI, 2013 - T0 – 2018

SENIOR ICT OFFICER – VOICE SERVICES

- Maintenance of communication networks design and services support in the University and preparation of maintenance schedules/reports.

- Managing all customer service operational requirements
- In charge of all VOIP applications and maintenance (Huawei - espace & Cisco – call manager) at the University.
- Undertaking of research and project management including implementation of Cisco call manager, Huawei Espace, IVRS and contact centre management.
- Planning and design of new communication solutions
- Network and project management and maintenance of PABX.
- Installation of new and replaced telecommunication equipment
- Configure and ensure proper functioning of communication equipment
- Trouble-shooting and fault diagnosis of electronics and communication systems
- Ensuring support to voice and data networks and supervision of all maintenance works
- Assist in the procurement of all telecommunication items in the University
- To identify skill requirements and recommend appropriate training and safety regulations
- To implement, maintain and support communication network in line with established standard
- Any other duties as assigned.

UNIVERSITY OF NAIROBI, 2005 - T0 - 2013

TELEPHONE TECHNOLOGIST/ICT OFFICER

- Maintenance of communication networks design and services support in the University and preparation of maintenance schedules/reports
- Installation of new and replaced telecommunication equipment
- Configure and ensure proper functioning of communication equipment
- Trouble-shooting and fault diagnosis of electronics and communication systems
- Ensuring support to voice and data networks and supervision of all maintenance works
- Maintenance of the University's PABX
- Assist in the procurement of all telecommunication items in the University
- To identify skill requirements and recommend appropriate training and safety regulations
- To implement, maintain and support communication network in line with established standard
- Any other duties as assigned.

COMMUNICATIONS CARRIER LTD, 2004 -2005

CUSTOMER SUPPORT TECHNICIAN

- Maintenance and operation of VSAT (satellite) networks
- Maintenance and support of Voice, data and all installations in the Company
- Communication networks and VOIP
- Any other duties as assigned.

WIDEBAND TECHNOLOGIES, 2003-2004

SERVICE ENGINEER

- Engineer in Mobile industry and other telecommunications and electronics equipment
- Maintenance of PABX systems and data networks
- Any other duties as assigned.

SCHINDLER (K) LTD, 2001 - 2002

TECHNICIAN

- Installation of electronics and communication equipment

- Lift electrical wiring
- Maintenance of communication signals

EDUCATION/PROFESSIONAL QUALIFICATIONS

- **Masters of Science in Information Technology Management** (MSC in ITM) at the University of Nairobi. Complete Graduating in September 2019.
- **Bachelor of Technology (Philosophy) in Telecommunication Degree** (Electrical & Electronics Engineering) at the Technical University of Kenya.
- **Higher National Diploma** (HND) in **Telecommunication** (Electrical & Electronics Engineering) Kenya Polytechnic University College, 2007.
- **Diploma in Telecommunication** (Electrical and Electronics Engineering), Kenya College of Communications & technology (Multimedia University College), 2001.
- K.C.S.E; St.Joseph's Rapogi High school, 1996.
- K.C.P.E, Okota primary school, 1992.

CONTINUING PROFESSIONAL DEVELOPMENT

- African Advanced Level Telecommunications Institute (AFRALTI), Certificate – ITSO & ITU , June 2015
- Cisco IP Telephony Part 2 (CIPT2), New Horizons Computer Learning Centre – October 2013
- Cisco IP Telephony Part 1 (CIPT1), New Horizons Computer Learning Centre – September 2013
- **CCNA and A+** Certification, Zetech College, 2009
- Certificate of participation in **Customer care**, Lincoln Consulting ltd, 2009
- Certificate of performance, **cable jointing and testing**, Kenya college of Communication & Technology
- Certificate of Attendance, **Satellite & Wireless Broadband Africa** conference, 2007
- Certificate for attending **Wireless communities: Master class workshop**, AITEC Africa, 2005
- Certificate in Achievement in Field Engineering Skills transfer Course in **VSAT** (satellites) networks & VOIP, Q-kon, 2004
- Certificate in **Computer packages** and **Sales & Marketing**, Kingsize school of Accountancy and Computer science, 2001
- Additional document: valid driving license, class BCE

SKILLS

- Project and research management.
- Knowledge of VoIP applications and maintenance (i.e. Huawei's Escape & Cisco's call manager)
- Over 10 years of experience in Telecommunication environment.
- Advanced training in managing networks – Data communication & IP technologies
- Knowledge of VSAT networks and system administration
- Maintenance & operation of communication systems and instrumentation & control
- Good interpersonal, organizational, written/verbal communication skills.

- Ability to transfer knowledge to diverse audience through training and mentoring
- Good systems analytic and diagnostic skills
- Ability to multitask and work long hours with minimal supervision
- Ability to work effectively under pressure to organize and prioritize competing activities

CONFERENCES AND PUBLICATIONS

- Data Communication and IP Technologies technical certified course at the Centre of Excellence in Training and Technology Management (CETTM), Mumbai – India. 2017.
- Publication of a research project: A model of an integrated unified communication network using public switched telephone network gateways and Cisco unified communication manager server.
- Technical Professional training at the University of Nairobi ICTC's Network Infrastructure section, Chiromo Campus; August – October 2013.

REFEREE

Please feel free to contact the under mentioned in regard to my competence, work ethic and performance.

Dr. Elisha Abade
Lecturer, School of Computing and Informatics
The University of Nairobi
P O Box 30197- 00100 NBI GPO
Mobile: +254 704241587

Fredrick O. Adero
University of Nairobi
Dep. Director ICTC (C&DCS)
P.O.BOX 30197-00100
Nairobi
TEL: 3318262 Cell phone: 0721-289963

Jared Onyari
University of Nairobi
Manager, Communication & Data Services
P.O BOX 30197-00100
Nairobi
TEL: 3318262 Cell phone: 0722-310314
Mail: jonyari@uonbi.ac.ke

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describes me, my qualifications and my experience.

Signature

Day/Month/Year

