

CURRICULUM VITAE

PAUL KALOKI MULONZYA

P.O. BOX 43754 – 00100 GPO, NAIROBI

Tel: +254 0720 970999 Email: kalokim@yahoo.com

Professional Profile

Highly trained and experienced Information Technology professional with broad-based experience and hands-on skills in successful implementation of highly effective ICT projects and cost-effective management of innovative customer and technical support strategies. Proven ability to successfully analyze an organization's critical support requirements, identify deficiencies and potential opportunities, and develop innovative solutions for increasing reliability and improving productivity. Demonstrated history of resolving complex technical hardware and software problems while providing high-quality client service and facilitating effective team collaboration. Highlighted leadership qualities and the ability to work with individuals from varying backgrounds, while promoting team values. A broad understanding of computer hardware and software. Outstanding communication skills to interact both with clients and organization and a driven partner eager for professional growth and increased responsibility within a performance-based environment.

Languages

Fluent in spoken and written English, Swahili and Kamba

Objective

Seeking a position to utilize my skills and abilities in the Information Technology Industry that offers Professional growth while being resourceful, innovative and flexible

Educational Background

1. University of Nairobi: 2017. **PhD in Strategic Information Systems**. In progress
2. University of Nairobi: May 2008 – December 2012. **Master of Science in Computer Science** Thesis: “*network impact Analysis of security Attacks in mobile ad hoc networks*”
3. Jomo Kenyatta University of Agriculture and Technology: May 2004 – July 2006. **Bachelor of Science in Information Technology (Second Class Honours Upper Division)**
4. Jomo Kenyatta University of Agriculture and Technology: January 2001 – March 2003. **Diploma in Information Technology (Credit)**
5. Mutonguni High School: 1996 – 1999. **(K.C.S.E)**

Proficiency Training

Certificate Course in Computer Hardware and Networking (Including A+, N+, CCNA, IT Security and Exposure to ITIL and Cloud Computing). 2nd November 2015 to 22nd January 2016. **TATA Consultancy Services: New Delhi, India**

Technical Proficiencies

Languages: VB, JAVA, JAVA Script, PHP, UNIX shell scripting, XML, C and C++

Database: My SQL, Oracle

Platforms: Windows, Windows Server, Red Hat Enterprise LINUX, Mac OS

Others: A+, N+, CCNA, ITIL and Cloud Computing

Professional Experience

- **Chief ICT Officer (User Support and Maintenance)** - University of Nairobi, September 2013 – Present

Duties & Responsibilities

- Reporting to the Director ICT & Chief Executives of the University.
- Formulate, maintain and implement ICT policies, standards, strategies and procedures necessary to effectively support the University corporate objectives with respect to end users support requirements and productivity tools.
- Manage day-to-day operations of the User Support and Maintenance Section to ensure effective technical support, target setting and performance management.
- Resolve critical technical issues pertaining to system's performance, network & internet connectivity, application conflicts, Information Systems security and providing daily support for computer network users.
- Strategic planning, design, deployment and maintenance of end user computing tools and equipment across the university.
- Prepare user requirements and other technical specifications for hardware, software and maintenance services procurement.
- Maintain a strong working knowledge of products, parts, diagnostic and repair techniques, equipment maintenance and use and other relevant industry knowledge and trends.
- Document and maintain accurate end user compute assets inventory and supporting documentation.
- Provide operational support for computer systems, assess, approve and implementing system changes and upgrades while collaborating effectively with software application, part and equipment vendors and client representatives.
- Develop and implement Information Systems project plans, schedules, and budgets.

- Develop timely campus work plan, performance contract and status reports, monitoring project risk factors, escalating project issues, and providing Quality Assurance for all project deliverables.
- Develop documentation for ICT procedures, security and disaster recovery.
- Perform staff appraisals, mentor and train IT support staff and users on software applications and new technologies.

■ **Senior ICT Officer (User Support and Maintenance Section) ICT - University of Nairobi, June 2007 to September 2013**

Duties & Responsibilities

- Participates in preparing user requirements and other technical specifications.
- Configuring hardware and software, setting up peripherals, repairing equipments, and providing daily support for computer network users.
- Assist in monitoring network and computer systems to improve performance.
- Provide support in diagnosing hardware and software issues and troubleshooting activities.
- Provide first point of IT Support contact for all staff, covering all PC hardware, software, associated peripherals and training.
- Install and configure operating systems, Antivirus and software to agreed standards under the direction of the Chief ICT Officer.
- Maintain existing equipment to standards by performing upgrades, new installations and carrying out routine procedures.
- Assist in the compilation and maintenance of an accurate inventory of hardware and software, and ensuring that records are kept up-to-date within the service desk system.
- Participates in developing and maintaining Information Systems project plans, schedules, and budgets.
- Assists in developing timely work plan, performance contract and status reports, monitoring project risk factors and escalating project issues.

■ **Intern: (User Support and Maintenance Section) ICT - University of Nairobi**
March 2006 to June 2007

■ **Technical Assistant: Rimco Communications Ltd. May 2002 to March 2004**

Teaching Experience:

Part-Time lecturer: South Eastern Kenya University (SEKU) 2013 / 2014

Courses

- **BIT 308:** Server Administration and Management
- **BIT 104:** Database Systems
- **DIS 302:** Electronic Commerce
- **BPS 409:** Electronic procurement & Supply chain Management

Professional Body Membership

Active member of The Computer Society of Kenya

Individual Membership Number **116336**

REFEREES

1. Mr. Christopher A. Moturi
Director ICT Centre
University of Nairobi,
P.O. Box 30197, Nairobi, Kenya.
Tel/Cell: +254 0715483712
Email: moturi@uonbi.ac.ke

2. Dr. Ibrahim Otieno
Director ICT
Kenya National Examinations Council,
P.O. Box: 73598 - 00200
Nairobi, Kenya.
Tel/Cell: +254 0722429297
Email: iotieno@uonbi.ac.ke

3. Prof. Njihia, James Muranga
Dean School of Business,
University of Nairobi
P.O. Box 30197 GPO Nairobi 00100
Tel: +254 (0) 711447919
E-mail: njihia@uonbi.ac.ke