









PETER KYALO KING'OO

CURRICULUM VITAE

KEY COMPETENCIES & SKILLS

Leadership
Team Management
Teambuilding & Training
Customer Satisfaction & Enhancement
Complaint Handling & Resolution Skills
Clear Communication
Ability to Use "Positive Language"
Time Management
Ability to "Read" Customers
A Calming Presence
Goal Oriented Focus
Persuasion Skills
Tenacity
Closing Ability

PERSONAL DETAILS

 Kenyan	 1985
 Male	 P. O. Box 2407 00202 Nairobi, Kenya
 Married	 petchaloo@gmail.com
 Christian	 +254724802220/732908097

PROFILE

I am a dynamic, ambitious, client-focused, team spirited and performance driven professional, having 12 years of rich experience in the IT Field. An ITIL V3 Foundation Certified Professional widely and deeply knowledgeable in aspects of IT service management, System and Database administration, software development and IT projects Management. I have the ability to drive, implement and manage Support of IT Projects to their timely closure.

CAREER OBJECTIVE

Seeking a better and more responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of the organization.

EDUCATION BACKGROUND

JKUAT 2017 - To date	Ph.D. INFORMATION TECHNOLOGY. Score: In Progress
University of Nairobi 2013 - 2014	MSC. INFORMATION SYSTEMS. Score: Passed.
Kenyatta University 2005 - 2009	BSC. COMPUTER SCIENCE Score: Second Class Honors (Upper Division)
Starehe Boys' Centre Technical Training Institute 2004 - 2005	DIPLOMA IN INFORMATION COMMUNICATIONS TECHNOLOGY Score: Distinction
Starehe Boys' Centre and School 2000 - 2003	KENYA CERTIFICATE OF SECONDARY EDUCATION (K.C.S.E) Score: A-(Minus)
Kinyambu Primary School 1991 - 1999	KENYA CERTIFICATE OF PRIMARY EDUCATION (K.C.P.E) Score: A (Plain)

CERTIFICATIONS & SHORT COURSES

- ITIL Foundation Certified
- Oracle Database Administration
- Certificate in Unix Administration
- Certificate in Linux Administration
- Certificate in Corporate Security (Ethical hacking)
- Cisco (CCNA1)

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PROFESSIONAL BODY MEMBERSHIP

Computer Society of Kenya

SEMINARS AND WEBINARS ATTENDED

Leadership Program
 Oracle/MySQL Nairobi - workshop 2017
 Technical writing
 Financial Proposal writing
 Work Ethics
 Service Excellence Program.
 Business Communication Skills.
 Presentation Skills.
 Customer Centricity.

SENIOR IT MANAGEMENT TRAINING

IT Service Management (ITSM) - ITIL Framework

Venue: Quintica Limited - Parklands, Nairobi
 October 4th - November 3rd 2016

Course Content

- ITIL Foundation
- IT Service Strategy
- IT Service Design
- IT Service Transition
- IT Service Operation
- Continual Service Improvement
- ITIL Foundation Certification exam

Corporate Security (Ethical Hacking)

Venue: Openworld Limited, Nairobi
 April 22nd -April 24th 2009

TECHNICAL STRENGTHS

<ul style="list-style-type: none"> • Systems and Websites Development 	<ul style="list-style-type: none"> o Languages of Specialization: Web Based Systems(PHP/MySQL,PHP/Oracle, PHP/Mssql, o Others Languages:Java,Vb.Net, C++
<ul style="list-style-type: none"> • Content Management 	<ul style="list-style-type: none"> o TopsoftCMS, Joomla, Drupal, Word Press, ezPublisher, Typo, Elxis
<ul style="list-style-type: none"> • Mobile Technologies 	<ul style="list-style-type: none"> o Android Applications, Bulk SMS, USSD, Short code SMS, Email and SMS Alerting.
<ul style="list-style-type: none"> • GIS Solutions 	<ul style="list-style-type: none"> o PHP/MySQL platforms integrated with google APIs. Geofencing etc
<ul style="list-style-type: none"> • Pay gateway Integrations 	<ul style="list-style-type: none"> o Pesa pal and Jambo Pay, Joomla and wordpress integration components
<ul style="list-style-type: none"> • Databases 	<ul style="list-style-type: none"> o Ms access, MySQL, Mssql, postgresql,Oracle
<ul style="list-style-type: none"> • Intranet Platforms 	<ul style="list-style-type: none"> o Drupal, Open Atrium, Precurio Intranet
<ul style="list-style-type: none"> • Open Source Customizations 	<ul style="list-style-type: none"> o OrangeHRM, SugarCRM, VtigerCRM, Prestashop, OS Commerce
<ul style="list-style-type: none"> • PHP Frameworks 	<ul style="list-style-type: none"> o Yii framework, Topsoft
<ul style="list-style-type: none"> • Elearning Open source Platforms 	<ul style="list-style-type: none"> o Efront, Moodle, Chamilo, Atutor, Claroline
<ul style="list-style-type: none"> • eJournals 	<ul style="list-style-type: none"> o Open Journal Systems (OJS)
<ul style="list-style-type: none"> • Conference Portals 	<ul style="list-style-type: none"> o Open Conference Systems (OCS)
<ul style="list-style-type: none"> • Applications 	<ul style="list-style-type: none"> o Open Office, Kingsoft Office, Macromedia suite, Microsoft office suite, Desktop publishing (Page maker) Computer Aided Design (AutoCAD), etc
<ul style="list-style-type: none"> • Operating Systems 	<ul style="list-style-type: none"> o Windows operating systems (Workstations), Linux, UNIX (Solaris), Mac Os X.

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KEY IT SERVICE MANAGEMENT EXPERIENCE

Service Design Process
Financial Management for IT Services

Business Relationship Management
Service Portfolio Management
IT Service Continuity Management Service Level
Supplier Management
Capacity Management
Availability Management
Transition Planning and Support
Change Management
Incident Management
Problem Management
Event Management
Request Fulfillment
Continual Service Improvement

WORK EXPERIENCE

Chief ICT Officer (DBA)
(2018 to date)

UNIVERSITY OF NAIROBI

Database and Systems Administration supporting automation of university of transaction in a cyber-secure environment

Senior ICT Officer (MIS) & DBA Assistant, UNIVERSITY OF NAIROBI
(2015 to 2017)

Roles

- Enhanced support and responsiveness of ICT to the changing core business of the University.
- Enhanced security of ICT resources and safety of people working in ICT environments.
- Increased effectiveness of ICT human resources and exploitation of ICT resources by users.
- Enhanced teaching and learning.
- Improved productivity of students and staff.

PROJECTS UNDERTAKEN

STUDENT ONLINE APPLICATION MANAGEMENT SYSTEM-(OAMS)

<https://application.uonbi.ac.ke/>

A project aimed at computerizing the entire university admission process with a core objective of extending the university's reach to geographically scattered prospective students, reducing turn-around time in various stages.

Role: Senior Developer and database design

Technology: PHP/MySQL/Oracle

Framework: Yii Framework

Status: In production Use Project

Achievements

- Computerized the entire admission process from application, Payment, admission processing to notification of applicants status.
- Opened the university self-sponsored Programmes to applicants from across the globe.
- Integration with examination bodies like KNEC for the verification of submitted applicant's details.
- Automation of admission process tracking via cost effective and faster notification mechanisms (like email, SMS, portal) for alerting the applicant and those involved in the admission process.
- Increased the number of applicants for self-sponsored Programmes.

RESEARCH GRANTS MANAGEMENT INFORMATION SYSTEMS-RGMIS

http://rgmis.uonbi.ac.ke/login_r.php

A project envisioned to cover administration and management of all research grants in the university from call for proposals, response to calls, project execution, reporting to close out of the project.

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KEY WEBSITES DEVELOPED

Vision Fund Kenya
(World Vision Microfinance)
<http://www.visionfundkenya.co.ke>

Booth Extrusions Ltd
<http://www.adraintl.com>

College of Ophthalmology of
Eastern Central and Southern
Africa (COECSA)
<http://www.coecsa.org>

Maryknoll Fathers
<http://maryknollafrica.org>

Prime Bank Kenya
<http://www.primebank.co.ke>

African Proverbs
<http://www.afriprov.org>

Autofine Limited
<http://www.autofine.co.ke>

Autofibre Limited
<http://autofibre.co.ke>

Eastern Deanery
<http://edarp.org>

Small Christian
Communities-Global
Collaborative
www.smallchristiancommunities.org

etc.

Role: Senior Developer and Database designer
Technology: PHP/Oracle

Framework: None.
Status: At Pilot Stage

Project Achievements

- System fully completed capturing the entire research acquisition process.
- System integrated with the University Accounting system.
- Management of income and expenditure for all grants monies.
- Access and management of transactions by Principal researchers, Grants Office etc.
- A shared Platform for posting of grant opportunities and submission of intents and proposals for the same.

e-PROCUREMENT SYSTEM (EPMIS)

Role: Lead developer Contract and Goods Receipt Module
Technology: PHP/MySQL/Oracle
Framework: Yii Framework.
Status: At Pilot Stage

Project Achievements

The completed system is currently helping in:

- Increased control and visibility over the entire life cycle of a procurement process.
- Improved service levels to buyers, suppliers and users involved in public sector procurement.
- Promoting the user of ecommerce in the wider economy.
- Making effective use of human resources in the procurement process.
- Optimizing inventory levels through of efficient procurement practices.
- Promoting competition among suppliers while maintaining reliable sources of supply.
- Maximizing value for money for Gok public Sector expenditure by enhancing the buying power of the public sector

Part-Time Lecturer, NAIROBI INSTITUTE OF BUSINESS STUDIES (2014 - 2015)

- Taught KNEC Craft, Certificate and Diploma Courses.
- Mentoring students into different ICT careers.

Chief Technical Officer, TOPSOFTCHOICE LIMITED (2011 - 2014)

Manager /Section Head Software Projects

(PHP/MySQL/Mssql, Ajax, Xml, Css, Android Apps, SMS, Bulk SMS).

Roles:

1. Project Proposal Writing-Purchase of tender documents and response on the same as well negotiating contracts and services necessary.
2. Project Management-Managing projects from initiation until their timely closure.

AWARDS

Institute of Electrical and Electronics Engineering Students (IEEE) East Africa,

2nd best winner for IEEE 12th edition Exhibition 2008 and 5th in the year 2007 (ICT category) all held at Sarit centre, Nairobi.

Certificates in First Aid and Caring for the Sick (St. John Ambulance Kenya).

An amateur radio licence holder for Novice Level.

Bronze Award Holder-Duke of Edinburgh Award.

The Australian Mathematics Western Pac Awards.

Topsoftchoice Ltd
Best Performed Staff
for the year 2013.

3. Proactive management of customer requirements and expectations via regular communications at all levels and implementation of action plans to improve the customer ICT experience to maintain high levels of customer satisfaction.
4. Preparation and implementation of Service level agreements, Underpinning contracts as well as Operational level contracts.
5. Release and deployment Management for all Topsoft solution releases. Also maintaining a database for all known errors.
6. Preparing Systems requirements and taking part in preparing clients Service Level Agreements as well as system analysis.
7. Performing Quality Assurance tests on complete systems before rollouts or updates.

NORWEGIAN REFUGEE COUNCIL-MULTI-COUNTRY MONITORING AND EVALUATION SYSTEM

<http://www.nrcbiweekly.org/>

About the solution

A monitoring and evaluation system for Bi-weekly reporting. Data reporting done centrally from all refugee camps across Yemen, Kenya, Somalia, Ethiopia, Southern Sudan and Djibouti with over 50 concurrently reporting field officers.

Role: Project Manager and Database administration

Methodology: Agile methodologies

Technology: PHP, MySQL, Ajax, JQuery, Web Services

MULTICOMPANY-ENTERPRISE PAYROLL MANAGEMENT SYSTEM

Roles: Project Proposer/Project Manager/Sole Developer

About the Solution

A Kenya Revenue Authority (KRA) compliant, Multi-company payroll system. Project successfully proposed and implemented at:

- The National Drought Management Authority
- The Xplico Insurance
- The Family Health Options Kenya
- Makini Schools
- Autofine Limited
- Autofibre Limited
- Mpata Investment Limited
- Sonaya Dealers
- Stan Consulting Group
- Galmart Supermarket
- Kenya Human Rights Commission(KHRC)

CUSTOMIZATION ORANGEHRM-OPEN SOURCE HRMIS

Role: Project Manager/Lead Developer

About the Solution

OrangeHRM Open Source is a free HR management system that offers a wealth of modules to suit the needs of your business. This widely-used system is feature-rich, intuitive and provides an essential HR management platform along with free documentation and access to a broad community of users.

Tools: PHP, MySQL, Ajax, JQuery, Symfony Web Services
Where implemented:

Customized OrangeHrm Installations for the following companies

- Makini schools
- The Kenya Human Rights Commission
- Uhai Eashri
- Pride Ltd Tanzania
- National Drought Management Authority
- Autofine Limited
- Xplico Insurance

WEB-BASED SACCO MANAGEMENT SYSTEM

Role: Project manager/Lead Developer

Tools: PHP, MySQL, Ajax, JQuery, Web Services

About the Solution

System developed initially as a school project but later on improved to meet BOSA requirements for Kenyan SACCOs as per KUSCO guidelines.

Features: Member Information Manager, Dependants list, Subscription Module, Loan Manager Module, Reports Module, and Complete Accounts System

Where implemented:

- Sarova Sacco - (Sarova Stanley, Sarova Panafric, Sarova Shaba, Sarova salt lick)
- Autofine Limited
- KILA Welfare Association
- The Cousins Sacco

COLLEGE OF OPHTHALMOLOGY OF EASTERN CENTRAL AND SOUTHERN AFRICA (COECSA) - ELEARNING SYSTEM

<http://cpd.coecs.org/>

Role: Project Tender response/Project Manager

Tools used: PHP, MySQL, Ajax, JQuery, Java Web Services

About the Solution

Online System to manage all training CPDs

THE JOURNAL OF OPHTHALMOLOGY OF EASTERN, CENTRAL AND SOUTHERN AFRICA (JOECSA)

<http://www.coecs.org/ojs-2.4.2/index.php/JOECSA>

Role: Project Tender response/Project Manager

Tools used: PHP, MySQL, Ajax, JQuery, Java Web Services

About the solution

Online electronic Journal for all ophthalmologists in Eastern, Central and Southern Africa

DBA and System Administrator (Consultant) FAMILY HEALTH OPTIONS-KENYA

(2009 - 2010)

- Database administrator for all their vendor supplied software.
- In charge of hardware procurements, evaluating bidders and

SOCIAL RESPONSIBILITIES

Board Member (BOM)
St. Mary's Girls Secondary School
Kinyambu-Kibwezi

Vice Chairperson ICT Welfare,
University of Nairobi

Participating in charity walks and community works to help the needy and the disabled in the community.

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HOBBIES & INTERESTS

Playing melodica and singing
So far having, participated in recording and video shooting Vol 5 (Manabii wa Uongo) and Vol 6 (Dunia Yateketea) of Christ the teacher parish-Kenyatta University.

Travelling.

Sports spectations especially athletics.

- awarding hardware supply tenders to successful bidders.
- Maintenance of all company hardware; computers, printers, copiers, phones.
- Backing up of all user data into a central server as well as sharing files needed by multiple users.
- Development of all company internal systems including payroll system, Human resource system
- System administrator in charge of the Hospital Management system and Finance system. Developed an integrated SMS system for the hospital.
- Ensuring Network and internet connectivity at all times within the organization and all the country wide branches.
- Supporting users with problems with Microsoft packages, general network or hardware issues and management of emails through Google Apps, Zimbra and webmail.
- Helping in maintaining network security via the firewall and ensuring that all client laptops and computers have updated virus signatures.
- Training all users on how to use the various systems e.g. the leave system and self-appraisal through the Appraisal system.

Initially as a Trainee then as a Part-time Developer, VISION TECHNOLOGIES (2006 - 2009)

Roles

- Developing online systems and websites.
- Performing Quality Assurance on complete systems before rollouts or updates.
- Offer Consultancy Services to Vision Technologies Clients.

REFEREES

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Family Health Options Kenya (FHOK)
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