

# **CURRICULUM VITAE**

## **PERSONAL INFORMATION**

**NAME** : AGUTU RICHARD ONYANGO  
**DATE OF BIRTH** : 1966  
**NATIONALITY** : KENYAN  
**MARITAL STATUS** : MARRIED  
**TELEPHONE** : 0721 222 055  
**LANGUAGES** : ENGLISH AND KISWAHILI  
**RELIGION** : CHRISTIAN  
**EMAIL** : richardagutu@uobi.ac.ke

## **CAREER OBJECTIVE**

- To become a good manager in the telecommunication Centre and implement my technological skills and ideas in discharge of my duties.

## **ACADEMIC QUALIFICATION**

**1973 - 1980** - Embakasi Primary School C.P.E  
**1981 - 1984** - Jamhuri High School 0- Level

## **PROFESSIONAL QUALIFICATIONS**

- Kenya Industrial Vocational Centre- Tel.Op. II
- Diploma in Electrical and Electronics- The Technical University of Kenya  
(Kenya Polytechnic University College.)

- Certificate in Cable Jointing and Testing Multimedia University- (K.C.C.T.)
- Certificate in Supervision and Management (omni 200 Digital PABXS)-  
Technical Training Centre.

## **WORK EXPERIENCE**

**1989- 2008** - Telephone section in Estate Department

**2008- To Date-** Telephone Technologist in ICT Department University of Nairobi.

### **Duties**

- Telephone Operator
- Assistant Technologist
- Maintenance of PABX (Private Automatic Branch Exchanges).
- Diagnostic of PSTN fixed lines.
- Trouble shooting of VOIP Phones.

## **JOB SUMMARY**

- Assistant Telephone officer in efficient Management of Telephone Operation at our various calls Centres and also advice on technical matters in the centres.

### **Duties**

- Management of Daily Switchboard and technical Operations.
- Maintenance of P.A.BX and its related accessories
- Daily Check on the call centre Equipment before the starting of business.
- Work in with Telkom Technicians to maintain the PSTN Lines
- Work in Liaison with call centre operations in ensuring all faults on extensions and direct lines are attended to and cleared promptly.
- To maintain and oversee the expansion of existing Telephone network and call centers with the University Institution.
- Providing technical advice and training to users.

Switches which I personally assisted on training and sensitizing other personnel's on them I have manned all the communication centres in the entire university. The latest which was acquired in Parklands I was in the team of commissioning.

### **Skills**

- Ability to assure quality in each call as I understand the value of time for both the customers and the organization.
- Providing information to customers within a minimum time as stipulated in the Charter.
- Excellent communication skills with both colleagues and the customers.
- Total time management
- Diagnostic skills in maintenance of the communications equipments within the call centres
- Cable jointing and colour coding on various UG cables
- Handling of Electrical equipments and switches as well as connectivity of switches.
- How to set up a call centre and institute the working relations and procedures.
- Supervision

### **HOBBIES**

- Playing football,
- Reading books
- Socializing

### **REFEREES**

1) Jared N. Onyari

Communication manager

University of Nairobi

Tel.No. 0722310314

1) Nixon Otiende

Senior Accountant

CEES University of Nairobi

Tel No. 0722 901 905