

Isaac Wasonga Owino

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Objective

To contribute outstanding IT skills and strong commitment to achieving goals in IT

Profile

Isaac Wasonga has over 14 years' experience in ICT field. He has worked in both Government and private sectors. His major strength is in data Management, ICT user support, ICT training, Computer Networks and Diagnostics. His training is in Computer studies, Networks and communication systems. He has done trainings both locally and internationally, Highly motivated, dependable troubleshooter and problem-solver.

Technical Skills

Security

1. Cyber Security Course
2. Management of McAfee Antivirus
3. Management of Kaspersky Endpoint Security
4. Trained in Network Security

Certifications

N+ Network Support Professional

A+ -User support Professional

ICDL- International Computer Driving License

CCNA-Cisco Certified Network Associate

**Accomplishments,
Recognitions and
Strength**

- Recognition for the Implementation and support of Online Teaching, Learning and Operations during the COVID19 Pandemic
- WIFI Upper State House hostels.
- I have conducted 52 trainings to both staff and students on various ICT services since Covid19 onset
- Recognized, Seasoned, dedicated and committed in offering ICT consultancy services to all staff and students
- In the year 2012 I received appreciation letter from the Director Nursing School showing Analytic skill to solve the Network problem which had not been in use for one year. This work required logical reasoning, critical thinking, communication and creativity.
- I am Customer focused. I provide value to all my customers and develop good customer relations
- I am a good problem solver. Identifying and analyzing a problem, Taking effective actions, Understanding the effect of the decisions, Coming up with creative and novel solutions, Transferring knowledge from one situation to another and Thinking abstractly about problems.
- I prioritize two way communication. I am a good listener
- I practice good leadership, problem solver, work well in a team and also motivate others

Employment History Acting Chief ICT Officer - University of Nairobi, 2015 to Date

- ICT Officer In charge (OIC) at the Faculty of Built Environment and Design. Am responsible for all the ICT Services in this Faculty. This includes training both staff and students on the use of new innovative technologies that the university has adopted for use since COVID19 pandemic stuck the whole world.
- Advice Management on viable ICT projects, new technologies, and on Procurement of ICT Equipment and Services.
- To Implement and Maintain LAN Infrastructure in line with the established Policy and Standards.
- Support MIS systems (SMIS, USPAS, SPAS, AIE)
- Train staff on MIS systems (SMIS, USPAS, SPAS, AIE)
- Train Students on SMIS and other ICT services
- Support Examination Platforms (Mtihani and E-class platforms)
- Train Lecturers on Examination platforms (Mtihani and E-class)
- Train Lecturers on Lecturer Module
- Support the Lecturer Module System
- Training on online meeting platforms like Zoom and Google meeting
- Support online meetings
- Support online teaching
- Advice and implement ICT Policies in the Faculty
- Ensure all ICT equipment's are secure. The computers must have the updated version of the antivirus .Network extension should be according to the UON policies and standards
- Develop Maintenance Schedule every year for the maintenance and servicing of ICT equipment's in the Faculty
- Prepare procurement plan for the ICT equipment's and services. Develop Specifications. Participate in Evaluation process, Receive goods and perform the Inspection

- I am a member of the Faculty management board advising on the ICT matters
- I am the link person between the Faculty and ICT directorate on matters ICT especially on the issues regarding the ICT systems and services
- I organize and train the web-champions on website updates. Some of the websites I have personally updated are the Faculty of Health Sciences and its Departments, Faculty of Business and Management Sciences and all the Departments among others
- I lead and Manage the ICT Team in the Faculty
- Ensure smooth running of all the ICT Services in the Faculty

Senior ICT Officer- University of Nairobi, 2014

- Ensuring that ICT Policies and ISO Procedures are followed
- To identify skill requirements for ICTC staff in campus and arrange for appropriate training
- Develop Annual ICT Budget for the Faculty
- Supervise ICT Officers at the Faculty
- Ensure smooth running of all the ICT Services

ICT Officer- University of Nairobi, 2008 to 2015

- Respond, evaluate and prioritize incoming phone and emails requests for technical assistance from users experiencing problems
- Provided prompt, accurate, and respectful support to users, employing high degree of customer-service skill and technical expertise while ensuring customer satisfaction.
- Train University staff on the following: ICT Skills, SMIS, USPAS, HRMIS among others
- Train other staff on how to update the relevant websites and ensure that the websites have relevant and current information

Industrial Attachment - University of Nairobi – 2006 – 2008

- Installation of hardware and software in the Computer Labs.
- Troubleshooting, Diagnosis and Repair of Networks and Computers
- Network infrastructure cabling, Configuration of PCs for Network services access.

Sales representative – Sasa General Merchants, 1999 - 2002

- Sales Representative
- Analyzing the company's daily sales
- Marketing company products
- Management and ordering stock

Academic And Professional Qualifications

- BSc. Networks and Comm. Systems - 2011 to 2016 U.E.A.B
- Certificate in Networking UTL Technologies India 2015 - 2016
- Diploma in Computer Studies, Mombasa Polytechnic 2003-2005
- ICDL Institute of Advance Tech. Jan 2006 - April 2006
- User Support Professional (A+) Institute of Advance Tech. June 2006 - Sept.2006
- CCNA- Computer Pride Jan 2009 – April 2009
- K.C.S.E 1994-1997: Thurgem Secondary
- K.C.P.E 1985-1993: Thurgem Primary Schools

Professional Project Management

- CHS phase, Phase II and Phase III Network infrastructure projects
- Two Teleconference equipment's at the College of Health Sciences
- Permanent projector unit installation in some lecturer theatres.
- Installation of Modern sound system at Lower Kabete Campus
- Upper state house WIFI project

Committees

- Installing the video conference equipment at the College of Health Sciences
- Tender evaluation committee Member for the Micro-Biology LAN under the chairmanship of Prof. Waiganjo, Professor Department of Computer Science.
- Tender evaluation committee member for the Lower Kabete LAN under the chairmanship of the late Prof. Odongo, Department of Computer Science.
- Central Printing Solution (CPS) Committee Member
- Member of the Scientific Conference Implementation Committee
- Member of AIBUMA Conference Committee
- Member of ORSEA Conference Implementation Committee
- Member of AFRES Conference implementation committee 2023
- Member of CURLA implementation Committee

Conferences and Workshop

- Leadership and Organizational Harmony - Mombasa Polytechnic
- Clinical Trials and Data Management- West Virginia University
- Kaspersky Deployment – University of Nairobi
- D43 Training on Data management

Professional body

- Internet Society - Member ID 2241723
- ICT Authority - Member number ICTA/STD/GRAD/F002/33

Professional Referees

1. Paul Kariuki
Director ICT Centre
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2. Joseph Muchina
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