

## CAREER PROFILE

1. Solutions-oriented Education and Technology Professional with proven success in researching, formulating and integrating effective, education-centered policies to help address critical global needs.
2. Possess hands-on Curriculum and standards development skills with ability to identify requirements, research strategic options, select goals and objectives and determine operational KPI's.
3. Ability to maintain quality service by enforcing standards, identifying trends and recommending process improvements.
4. Posses a high level of accuracy, attention to detail and thoroughness.
5. Endowed with an outgoing personality and can work without supervision.

### 1. WORK EXPERIENCE

#### 1.1 UNIVERSITY OF NAIROBI (UON) - June 2013 – Date

##### CHIEF ICT OFFICER –October 2019 – Date

###### Duties and responsibilities

- Analyze, design, develop, implement, maintain and support Information systems on varied platforms in line with the established standards including but not limited to cross-platform and cross browser compatibility, device compatibility, usability standards, security standards and adhoc user requirements.
- Develop adequate documentation for developed systems.
- Train staff on use of the systems.
- Identify skill requirements and pursue appropriate training.
- Identify tools and service requirements and advice on their procurement.
- Provide strategic technical guidance on all facets of information systems.
- Provide technical support to systems users and supervise web activities in assigned clusters
- Prepare regular reports on system performance metrics.
- (Research emerging technologies and perform necessary upgrades in systems, monitoring performance and results, identify evaluate improvement options, introducing new technology, trends and bring in new ideas.
- Participate in the formulation, execution and communication of relevant policies, strategies, and plans.
- Guide, mentor and supervise teams of developers and support staff.
- Perform project management functions when required.

##### SENIOR ICT OFFICER (*Management Systems*) – June 2013 - October 2019

###### Duties and responsibilities

- Developing, delivering and managing critical University website Systems as defined in the University's strategic plan, working collaboratively with other departments across the University.
- Maintaining other related Website systems by performing system monitoring, implementation, training and roll out to target users across the University.
- Recording systems' related requests in the Helpdesk system, resolving and giving feedback as defined in the service charter; this involves liaising with third parties where necessary to resolve.
- Establishing and testing disaster recovery procedures, completing back-ups and maintaining documentation for the University websites.
- Installation and configuration of web server software or hardware to ensure that directory structure is well-defined, logical, secure, and that files are named properly.

## 1.2 SOUTH EASTERN KENYA UNIVERSITY (SEKU) – August 2011 – May 2013

**Position:** ICT TECHNOLOGIST

### **Key achievements**

- I researched, advised and designed major University online web Portals, hence reducing manual records and operations by over 70%.
- I substantially increased security and performance of systems by implementing new anti-virus software and critical system updates.
- I provided strategic guidance in the formulation of the five year University ICT Strategic plan for 2012-2017. The roadmap I set is still in use to date, and has helped the university rate higher in all rankings.
- I contributed toward network installation encompassing 305 workstations, 54 printers, and 4 communication rooms with supporting infrastructure. Move was accomplished within 4 weeks.
- I led test efforts in extremely fast-paced, constantly changing environment.

## 1.3 THE COPY CAT LIMITED - October 2010 – August 2011

**Position:** ICT SPECIALIST

**I was based at the United Nations office at Nairobi (UNON) as an ICTS Support staff.**

### **Key achievements**

- Serviced and maintained all the IT equipment, including workstations and printers in the New Office Facility (NOF) hosting UNEP and UN-HABITAT headquarters in Nairobi.
- Maintained and monitored internet link equipment in the new office Facility to ensure connectivity.
- Assisted in Creating an automated data back-up system to improve data security and recovery processes.
- Installed and performed regular troubleshooting of hardware, network connections and cables.
- Performed a proactive maintenance on telecom systems and VOIPS across UNON.
- Ensured that Anti-virus software is updated on the servers and work stations.
- Assisted users in LAN and desktop access.

## 1.4 COMPUTERS FOR SCHOOLS KENYA (CFSK) - February 2009-To September 2010

**Position** ICT Training officer – CFSK Institute of ICT

### **Key achievements**

- Developed and maintained an Open Source ERP for the company.
- Developed and implemented the E-Learning platform (web based system), which is still in use to date.
- Participated in the development and implementation of the CFSK ICT training curriculum for Diploma and Advanced Diploma level.
- Developed policies and guidelines for assessment and certification of the CFSK ICT curriculum.
- Offered training in Web design, Database management and Engineering mathematics up to advanced diploma of the CFSK curriculum. All my students passed.
- Recruited 120 new trainees within three months (one semester).
- Briefed and instructed all end-users on new technologies, software programs and applications.
- Prepared 40 corporate training manuals on various ICT areas which are still in use to date.

## 2.0 COMPUTING EXPERTISE

- **Programming Languages:** C++, Java, HTML, Oracle, MYSQL, PHP, Scala.
- **Platforms:** Microsoft Windows, LINUX, and UNIX environment.
- **Concepts:** Training, Database management, Networking, web design, Data Ware house, data collection and analysis, software project design and implementation.

## 3.0 INTERESTS & HOBBIES:

1. Educational Research and Development
2. Social and charitable activities
3. Mobilizing for good action
4. Travel and exploration

## 7.0 REFEREES

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