

TOM SYUKI MAKAU

Contact Information:

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CAREER OBJECTIVE

To utilize and advance my learned and innate capabilities in information management and administration as well as nurture my knowledge and experience in Information Technology, while embracing new and upcoming technological advances.

EDUCATION

[January 2011 to August 2013] – Mount Kenya University

[January 2004 – August 2005] – Jomo Kenyatta University of Agriculture and Technology (JKUAT)

[January 1997 - December 2001] – Kaumoni Boys School

PROFESIONAL CERTIFICATION

[Valid Through Nov 10, 2023] – Transmission & Access Sales Specialist (Huawei Certification)

[Valid Through Nov 08, 2023] – IP Network Sales Specialist (Huawei Certification)

[Valid Through Sep 23, 2024] – Security (Huawei Certification)

[Valid Through Aug 26, 2024] – Datacom (Huawei Certification)

WORK EXPERIENCE

From 2010 March to date With University of Nairobi to date

As a user support staff.

Roles and responsibilities undertaken.

- To implement, maintain and support computer and communication networks
- To train users in and provide support for proper use and access of networked resources
- To implement client-level security configurations to minimize host vulnerabilities.
- To manage assigned segments of Local Area Networks.
- To adequately document network infrastructure and related issues.
- To identify skill requirements and recommend appropriate training.
- To identify tools, services and repair facility requirements.
- To implement and enforce Information Communication Technology policies and standards

[January 2007 – December 2009] – With Technology Associates

IT Department – ATM Engineer

Roles and responsibilities undertaken.

- Review of the system user requests and make changes or follow up with the vendors for appropriate solutions.
 - Users support and help desk management.
 - Preparation of periodic reports for the management.
 - Inspecting of Atms on arrival to ware house
 - Ensuring proper mounting of Atms on site
 - Installing and downloading of Atm/ pos terminals respectively
 - Configuring of Atm/ Pos terminals to suit environmental settings
 - Upgrading of existing software's to keep with the technology
 - Doing preventive maintenance and replacing faulty Atm part and pos terminals
 - Training on the use and general maintenance of Atm and Pos terminals
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