

Contacts;

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CORE SKILLS AND COMPETENCIES

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- Communication skills
- Active listening skills
- Interpersonal skills
- Adaptive training skills
- Problem Solving
- Team Player
- Time management
- Customer service

LANGUAGES

- English
- Kiswahili
- Luo

KENNEDY ONYANGO ONG'WECH

SUMMARY

I am a diligent and goal-oriented ICT professional with a versatile and comprehensive skill set. My training encompasses various aspects of ICT, including Web Design and Development., Graphic Design, network administration, cybersecurity, and user support. I have applied these skills in roles involving ICT support, network troubleshooting, and ensuring compliance with security policies.

I am driven by a passion for leveraging technology to enhance operational efficiency and support organizational objectives. My goal is to secure a long-term position where I can contribute my expertise in ICT to drive innovation and facilitate seamless technological integration.

CAREER OBJECTIVES

- ❖ To positively impact ICT policies and procedures while fostering teamwork and innovation.
- ❖ To utilize my skills in computer networks and web development to contribute meaningfully to an organization.
- ❖ To grow professionally in a dynamic and supportive environment.

PORTFOLIO

Website: <https://kenongwech.netlify.app/>

May 2024 to Feb 2025: Customer Support Representative

Roytide Solutions

March 2023 to March 2024: IT Support Assistant

Kenya Medical Research Institute

- ❖ Setting up and configuring workstations to the Domain Networks
- ❖ Configuring switches, Wireless Access Point and general network maintenance
- ❖ Assisting with general computer and printer support
- ❖ Configuring new computers and accounts as per the organization standard.
- ❖ Providing support, including procedural documentation and relevant reports

Jan 2022-September 2023: Tutor, BOM terms

Samoo Secondary School

- ❖ Developing and issuing educational content including notes, tests, and assignments.
- ❖ Supervising classes to ensure all students are learning in a safe and productive environment.
- ❖ Designing examination timetable and assigning supervisory roles appropriately
- ❖ Offering guidance and counselling to students
- ❖ Provide computer technical support
- ❖ Manage workstations
- ❖ Coach end-users through common problems

Jan 2021 to March 2021: IT Support Assistant

Kenya Revenue Authority

- ❖ Installing and configuring computer hardware operating systems and applications.
- ❖ Monitoring cross border IT equipment both Kenya and Uganda networks.
- ❖ Monitoring and maintaining computer systems and networks.
- ❖ Troubleshooting system and network problems.
- ❖ Diagnosing and solving hardware or software fault.
- ❖ Testing and evaluating new technology.

May 2019 to Sept 2019: End-user Support Specialist

Naya Computer Solutions, Nairobi

- ❖ Providing technical support and troubleshooting for end-users experiencing hardware, software, or network issues
- ❖ Installing, configuring, and maintaining desktops, laptops, and other devices
- ❖ Assisting with software updates, patches, and installations
- ❖ Setting up and maintaining user accounts and permissions
- ❖ Educating end-users on how to use technology effectively and securely
- ❖ Collaborating with other IT teams to resolve complex technical issues
- ❖ Documenting and tracking support requests and resolutions

**Jan 2017 to Aug 2017: Teacher, BOM term
(Mathematics and Business Studies)**

Alungo Mixed Secondary School

- ❖ Developing and issuing educational content including notes, tests, and assignments.
- ❖ Developing lesson plans and
- ❖ Supervising classes to ensure all students are learning in a safe and productive environment.
- ❖ Designing examination timetables and assigning supervisory roles appropriately

PROJECT

Feb 2023 to June 2023: **Digital Literacy Trainer**

Ministry of Education

- ❖ Support of E-Learning and content development in line with the schemes of work
- ❖ Providing class support and training of Primary School teachers in use of digital literacy devices
- ❖ Supporting implementation of the Digital Learning Programme
- ❖ Carrying out innovations to enable schools improve on use of digital learning
- ❖ Providing support in safe, secure and ethical use of technology in learning
- ❖ Assisting teachers by integrating ICT in delivery of teaching, learning and assessment
- ❖ Supporting school staff with development and production of key school policies and procedures Providing first line support and maintenance of ICT services in the schools

EDUCATION

**January
2023 to
March
2024**

ALX Software Engineering Scholarship
Specialization: **Front End Developer**

**September
2017 to
Nov 2021 :**

Maseno University
Bachelor of Science in Information and Communication
Technology

**March
2013 to
Nov 2016:**

Alungo Mixed Secondary School
Kenya Certificate of Secondary School
Mean Grade: B-

**Jan 2004
to Nov
2012:**

Abol Primary School
Kenya Certificate of Primary Education

TECHNICAL SKILLS AND FRAMEWORKS

Programming Languages and Frameworks

- ❖ Frontend Web Development: **ReactJs, NextJs, Tailwind, Bootstrap**
- ❖ Backend Development: **ExpressJs (JavaScript), Flask (Python)**

Databases

- ❖ SQL
- ❖ MongoDB

CERTIFICATIONS

- ❖ CISCO Certified Network Associate: **CCNA 1 and 2**
- ❖ CISCO Cybersecurity Operations
- ❖ Certificate in Data Entry and Virtual Assistant from *Ajira Digital Program*
- ❖ IoT Certificate from *Podii Software Consultants*
- ❖ Awarded by Seme Sub- County Science and Engineering Fair Committee for participation in engineering fair 2015.

LEADERSHIP AND AWARDS

- ❖ Volunteer at *Maseno University Cybersecurity and Forensic Club*
- ❖ Student Counsellor at *Maseno University Counselling Department*
- ❖ School Captain at *Alungo Mixed Secondary School*

HOBBIES

- ❖ Socializing and Interacting
- ❖ Coding
- ❖ Playing volleyball
- ❖ Learning Informative Literature