

ARTHUR OTIENO ODERA

Email: oderaarthur@gmail.com

Contact: +254 740 479 852

SUMMARY

Solution-focused Information Technologist with 3years of experience in managing small to large-scale technology projects from design through to implementation. Instrumental in dissecting complex problems, devising interactive processes, and leading end-to-end change management.

WORK EXPERIENCE

AFRICA NAZARENE UNIVERSITY JAN 2020 – MAY 2020

SOFTWARE DEVELOPMENT

- Plan, develop and analyze the hospital management system
- Implementation of the system

THE NAIROBI WOMEN'S HOSPITAL 01/05/2020 – 01/09/2020

IT SUPPORT ASSISTANT

- Managing the installation and upgrade process of computer hardware and software
- Take on new areas of responsibility in consultation with ICT Officer and Head of ICT as they may develop.
- Troubleshoot Internet, network and Wi-Fi related issues as and when they occur.
- Offer support by troubleshooting mail access errors and ERP and assist in resetting passwords when necessary.
- Catalogue and deploy IT equipment and offer support and training for the same where necessary or required.
- Ensure the availability of the local IP PBX and troubleshoot any challenges identified
- To deploy and manage mobile devices and the distribution of their apps.
- Coordinate with external service providers for the support and maintenance of ICT infrastructure.
- To assist ICT Officer in support and maintenance of the company data centers.
- Configuration, deployment, setting up and management of workstations, laptops and peripheral equipment
- Assist and train staff where necessary in use of the various IT systems.

NELIUMS SYSTEMS

01/09/2020 ON PART TIME PROJECTS

Web development

- Development of several websites using WordPress CMS including; www.enzobistro.com, www.scalingminds.co.ke, www.kleancrew.com, www.caivanprojectsolutions.com

Network Installations

- Troubleshoot Internet, network and Wi-Fi related issues as and when they occur.
- Making sure that all computers have internet.
- Working with service providers in case the internet has issues beyond the company's borders of operations.
- Installing new cables and networks to new machines and offices.

Support System and Web hosting

- Managing the C-panels for various client and upgrading packages for web hosting for Neliums System clients.
- Offer support by troubleshooting mail access errors and assist in resetting passwords when necessary.
- Coordinate with external service providers for the support and maintenance of Neliums infrastructure.
- Assist and train staff where necessary in web development.

Maintenance & Repair

- Making sure that all computers and are up and running at their best and making sure that any machine is check and parts well maintained for efficient output.
- This includes the cleaning and blowing of dust in the machines

INDEPENDENT ELECTORAL AND BOUNDARY COMMISION

06/062022 – 19/06/2022

Was working with IEBC for a duration of about 2weeks as Data clerk

- Feeding the systems with registered voters details
- Ensuring data targets are met.

EDUCATIONAL BACKGROUND

AFRICA NAZARENE UNIVERSITY

2014 – 2020

Bachelor of Business & Information Technology

PROFESSIONAL QUALIFICATIONS

- IT support systems
- Web development.
- Coding/Programming
- Computer Maintenance & Repair
- Network Installation
- Designs & Integrations

TECHNICAL SKILLS

Hardware Assembly, Maintenance,
Database management
And Troubleshooting.

Software Installation, Debugging,
Microsoft Office

Operating Systems

Microsoft Windows 10, Windows 8,
Linux, Android, iOS

Networks

Configuration, Servers, Routers,
TCP/IP Socket Programming, SQL,
LAN Technology

Security

Virus Protection, Maintenance,
Monitoring,
Backup Management,
Disaster Recovery

Programming Languages

HTML, CSS, C#,

Design

UX design, Adobe Photoshop & Illustrator

REFEREES

Mr. Nashon Okowa

Project Construction Manager

+254 726 860 568

nashon.okowa@gmail.com

Mr. Zacchaeus Ileri

Deputy Coordinator- supply Chain

Medicines San Frontiers (MSF)

+254 799 435 151

zac.ileri@gmail.com

Mr. Antony Munga

Client Support Officer

The Nairobi Women's Hospital,

+254 7019 311 590

antony.munga@nwch.co.ke