JOSEPH OKENE

📍 P.O. Box: 48-40100, Kisumu - KENYA

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PERSONAL PROFILE

As an experienced and highly competent ICT Specialist, I possess a deep understanding of diverse IT Technologies with exceptional Troubleshooting abilities. I am constantly driven by my passion for Practical Learning and strive to acquire both Technical and Administrative skills.

In addition to my extensive proficiency in the field, I pride myself on being a valuable team player who is Respectful, Self-driven, Responsible, and Accountable.

EXPERIENCE

Jaramogi Oginga Odinga University of Science and Technology,
- Systems Administration (Ms. 365 Business Central)
- Windows Server Setup, Installation, Repair and Maintenance
- Data Backup Management and secure storage
- Contact for support companies on S/W and H/W issues escalation
- Inventory Management and Procurement of equipment and licenses
- Maintaining effective System and Network Security
- Supervision and mentoring of Interns
- Capacity building and continuous System Functional Training
- Virtual Learning, Meetings and Webinars platform Administration
- Administration and maintenance of LAN and WAN connections
- End-user support and continuous System Functional Training

Brookside Dairy Limited,
- Creating and updating of farmer profiles
- Milk procurement transactions data capture
- Weekly and monthly reporting for accounting and payments
- Verification and checking of variances in data

Independent Electoral and Boundaries Commission,
- Biometric Voter Registration
- Administration of biometric scanner, web camera and printer
- Voter Database Register Inspection
- Conducting Referendum Polls and General Elections

Kenya Utalii Hotel,
- LAN and WAN connection support
- Installation and maintenance of H/W and S/W resources
- Administration of POS Systems
- Helpdesk services / End-user Support
- Conferences, seminars and meetings presentation setup

SKILLS	**Personal Attributes and Skills**
	- Ability to work under minimal supervision
	- Excellent communication and interpersonal skills
	- Good team player
	- Excellent telephone etiquette
	- Ability to adapt to new concepts and environments fast
	- Analytical and time management skills

Technical Skills
- Excellent software and hardware knowledge
- Efficient trouble-shooting procedures and steps
- Helpdesk Support
- Networking and cabling
- Sharp UI/UX design skills
- Stakeholder Management
- Excellent LAN and WAN Administration

EDUCATION

- Kenya College of Accountancy University, *Bachelors*

- Jomo Kenyatta University of Agriculture and Technology, *Diploma*

- Mbita High School, *O levels*

CERTIFICATIONS

- Cybersecurity Fundamentals
- MS-800 Dynamics 365 Business Central
- Cisco Certified Network Associate

ACCOMPLISHMENTS

- Faculty Advisor - ENACTUS JOOUST Chapter and Participation in National Competitions - Nairobi, Kenya and World Cup Competitions - San Jose, CA
- Website development and administration:
  - https://stpaulkanyakwar.co.ke
  - https://standrewsbondo.co.ke

LANGUAGES

Fluent in spoken and written English and Swahili

REFERENCES

Readily available upon request.