

Otwori Barongo Gideon

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CAREER SUMMARY

A versatile IT Professional with good all-round technical expertise, participates in the planning and implementation of systems and technologies for business needs in the market in addition to monitoring and maintaining performance and capacity at local and remote office installations and expansion to ensure maximum efficiency and operational uptime.

OVERALL SKILLS

- Knowledge in computer hardware and software (Windows 7/8 /10, Mac, Windows Server)
- Strong knowledge of IT, from network, infrastructure and software/hardware.
- Experience configuring routers, switches and access points – CISCO, Fortinet, HP, Mikrotik.
- Knowledge of implementing and managing MS Dynamic NAV, ERP (SAP, Oracle) and Salesforce
- Experience in managing IT Budget and good experience of Opex and Capex budget management
- Development skills in VB, Cobol, Java, C, C++, C#, UNIX Scripting and SDLC
- Experience with ERP / SAP systems and database management - ORACLE, MySQL or MSSQL
- Physical and remote support (e.g. Team Viewer, Anydesk, logmein) in troubleshooting / support.
- Experience disaster recovery and backup - (Veeam, Symantec)
- Experience in end user solutions and technical architectures in office 365 clients and modern desktop technology components like SCCM, Intune, AD, Bitlocker, Company portal.
- Knowledge of VMware, Veeam, Citrix XenApp and administering and fortclient
- Active Directory topology and administration, Cloud based services -Azure, AWS, GCP experience
- Helpdesk Management, IT Security, Data Protection, Back-up and recovery
- Experience in tunneling protocols like GRE, SSL-VPN, IPSEC-VPN, Overlay Technologies to set Site to site VPN connections, Multipoint VPN connections and SSL-VPN's.
- Strong strategic IT procurement, Incident and problem Management
- Knowledge of Storage (SAN, NAS, DAS), ERP and Project management.
- Knowledge on Firewall, VoIP, MPLS, SIP, Netflow, UDP, HTTP, HTTPS, DNS, DHCP, NAT, OSI, TCP / IP, WAN/LAN, VPN, VLAN topology

ACADEMIC DETAILS

2001-2005 Bachelor Of computer Application – Rani Durgavati Vishwavidyalaya
(Formerly University of Jabalpur – India)

1995-1998 KCSE – Nyanchwa Mixed High School

WORKING EXPERIENCE

Integrated Service Solutions (ISS) Global Forwarding (ISS-GF)

Senior IT Service Desk Analyst

February 2019 – Present

- Accountable for the provision and expansion of all ICT infrastructure systems & support services; servers, LAN, telecommunications, remote access & desktop support and ensuring 24/7 availability & direct infrastructure support in African region.
- Configuration of cloud-based IT services (Office 365, G-Suite, Azure AD, SharePoint etc.)
- Deploy and carry out troubleshooting of: -Single-Sign On (SSO), Multi Factor Authentication (MFA), Password Sync, Pass Thru Authentication, Azure MFA
- Implement and maintain company global IT policies, Best Practices, procedures, and associated training plans for systems, network infrastructure design, installation, and maintenance.
- Oversee procurement of ICT assets and liaise with vendors and service providers in the provision of effective and efficient ICT services.
- Ensure that the Company meets regulatory and contractual obligations relating to ICT resources, systems, services and usage, complying with legislative requirements (e.g. data protection, safeguarding and licensing requirements).
- Maintain communication systems including email, mobile phones and website, ensuring innovative, effective and practical solutions whilst obtaining best value.
- Ensure that there is an effective and up to date Disaster Recovery Plan for ICT services, ensuring robust backup and failover procedures.

- Ensure security of data, network access and back-up systems.
- Coordinate data management, data control and data protection across the region.
- Continuously review ICT Infrastructure, making capacity recommendations for the improvement capacity of local ICT Systems in support of ongoing business operations & future requirements.
- Enforcement of relevant ICT related policies across the region; Maintain up-to-date, accurate ICT systems & process documentation, including user guides.
- Oversee the maintenance of accurate asset registers of physical and digital ICT assets.
- Maintain an awareness of staff and management requirements to provide desk support and guidance to assist users, helping them to make the most of the provision and ensuring that their ICT requirements are met.
- Responsible for the provision of desktop support and a technical point of escalation for all unresolved local ICT issues.

Inchcape Shipping Services

IT Specialist

April 2016 – Jan 2019

- Completed maintenance activities as directed by the Regional IT manager Middle East, East Mediterranean, African and Indian (MEEMAI) region and in accordance with the maintenance schedule (AV updates, patching through SCCM)
- Provided day-to-day support for computer systems within the assigned location and monitored the performance of both systems and network to ensure availability to all system users i.e Warehouse Management Software System (WMS) and Handheld Scanners to users.
- Configured and maintained handhelds, barcode machines, phones related to WMS system.
- Kept current with latest cyber threats & remediations
- Offered ongoing staff training regarding data security best practices and standards
- Managed end user accounts, permissions, user access rights / controls, and storage allocations.
- Follow standard help desk procedures; log all helpdesk interactions and record events and problems and their resolution in reports/manuals
- Operational support & management of virtualization layers (VMware), IT infrastructure (servers, firewalls, VPNs) windows clustering, domain controller setup, and group policy
- Implement ICT strategies and systems to support business and operational processes
- Facilitate continuous development of the ICT infrastructure in line with new technology
- Lead, plan, design, and implement LAN / WAN solutions in alignment with security technology.
- Networking with WAN technologies (Remote Access, Wireless, Routing Protocols), Networking with LAN technologies (VLANs, VoIP technologies).
- Provide support of Routers, Switches, Security Solutions, VPNs, Load Balancers, SDN and Network Management Solutions across LAN/WAN.
- Troubleshoot desktop, laptop, printer issues related to hardware, software and connectivity in a Windows/Apple & Active Directory environment.
- Develop and implement ICT security strategies & disaster recovery plans for all business information systems and ensure compliance with ICT legal and regulatory requirements

VISION PLUS TECHNOLOGIES

IT Administrator

April 2012 – March 2016

- Developed an IT vision, strategy, and a roadmap, and lead the effective execution of the initiatives in alliance with the relevant stakeholders.
- Helped determine capital investment parameters, priorities and risks for enterprise-wide IT initiatives to maximize the return on investment.
- Established and enforced IT policies, processes, procedures in coordination with relevant stakeholders
- Analyzed the costs, value and risks of information technology infrastructure and requirements to advise management and drive actions
- Created and maintained User Profiles and Rights in Microsoft Active Directory.
- Managed the Microsoft Server environment as:
 - DHCP Server for managing IP Distribution.
 - DNS Server for proper domain and outside name resolution
 - IIS Server for the outlook web Email Access for employees.
 - File Server for User Centralized Data access and Exchange server for Emails.
- Defined and Maintained Domain Policies as per company regulations.

- Firewall/Router maintenance for implementing Company Internet Policies.
- Managed and troubleshooted Switches and routers for proper functioning of company Network.
- User Creation, Deactivation, Permission management for Users
- Managed Company Data Backup using the Symantec Backup Exec Software.
- Managed Implemented and monitored PBX system, firewall and Antivirus Software in all Computers.

THE KAREN HOSPITAL

Network and Systems administrator

Jan. 2012 – April 2012

- Performed the setup, support, configuration, upgrades, and maintenance of technology such as computers, printers, monitors, scanners, mice, PBX, Biometric Access.
- Lead in development and implementation of the hospital's ICT Strategy
- Supported users acquire and implement business applications
- Responsible for Supplier, vendor, industry regulators and consultant's management
- Owned and accounted to Information risk management (IRM) as part Enterprise Risk Management
- Developed and reviewed of Information System policies, procedures, strategies, and standards
- Developed, reviewed & monitored ICT budget and operation plan
- Managed, developed and communicated backup, disaster mitigation and recovery plans.
- Developed and managed of security of information and communication systems.
- Ensured technology/documents/certificates/maintenance agreement/contracts related to IT, operations were evaluated, updated and processed accordingly.
- Managed the ICT infrastructure (LAN, WAN, MPLS, Firewall) of the hospital.
- Participated in the purchase, installation, configuration of ICT Platform to ensure integrity, awareness, updates and security of all ICT Resources are in line with the strategic plan.
- Monitored the progress of the design, coordination, installation and commissioning of the various networks and systems.
- Investigated, recommended and installed enhancements and operating procedures that optimize network availability and reliability.
- Updated and managed ERP/HMIS system to ensure proper solutions and accurate results.
- Managed and ensured effectiveness of servers, including e-mail, print, and backup servers
- Assisted in troubleshooting network issues - Switches, Routers, LAN, WAN, WiFi, TCP/IP, DNS, DHCP, SSH, SSL, Email (POP3/IMAP/SMTP), FTP, VLAN, internet/intranet

RAM HOSPITAL & NURSING SCHOOL

HEAD OF ICT

April 2010 – Dec. 2011

- Defined and implemented IT strategy and governance to support overall goals and business plan.
- Managed network operations that included; troubleshooting connectivity problems, installing and maintaining computers. PBX, routers, managing users, backups and reporting operational status etc.
- Managed all internal and external technology projects and support teams
- Oversaw the implementation of disaster recovery and business continuity plan.
- Ensured that professional IT standards were consistently applied, achieved and maintained.
- Designed, developed, implemented and maintained IT policies and procedures.
- Played the main role in new software selection (CRM) for the hospital and ensured IT quality control and Audited IT systems and assessed their outcomes.
- Managed the IT department to make sure that all IT Hardware and Software and the whole IT infrastructure of the hospital were well maintained and drafted and monitored annual IT budget.
- Managed HMIS / ERP security including roles, rights and credentials and manage Users Accounts access control, Distribution lists and security groups in active directory.

REFEREES

Mr. Robert K. Mogoi ICT Manager Chai SACCO Society Limited Mob. No. +254-720838251 E-mail:rmogoi@gmail.com	Dr. Seth M. Jomo Ass. Chief Pharmacist Ministry of Health – Kenya Mob. No. +254-724443470 E-mail:zjomo@yahoo.com	Mr. Joram O. Oisebe AMREF Kenya Country Office PMTCT Project Mob. No +254-722476542 E-mail: joramoisebe@yahoo.com
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