

## Daniel Njora Kaguongo

---

### **PERSONAL PROFILE:**

- Committed, well knowledgeable, experienced and qualified Information Communication Technology (ICT) professional with variety of computer software, hardware, and networks troubleshooting, repair, maintenance and support skills.
- A confident, reliable and individual that use his initiative to meet, if not exceed the highest standards.
- A well-presented team player who is always willing to listen and take advice and comments on board.
- Able to work under pressure whilst continuing to deliver a high level of customer service as a team member or individually using own initiative unsupervised.
- Demonstrates professional competence and mastery of subject matter.
- Conscientious and efficient in meeting commitments, observing deadlines and achieving results.
- Motivated by professional rather than personal concerns.

### **OBJECTIVE:**

I am seeking a position in a vibrant, creative and dynamic organization that can offer me a variety of challenges and responsibilities, where my professional skills and abilities can be fully utilized in realization of the Organization's ideas, goals and objectives.

### **STRENGTH/CORE COMPETENCIES/SKILLS:**

- Hands on experience on working with Active Directory, IT Security on Operating Systems & Database.
- Good technical skills, ability to conduct network maintenance, provide server services and user support.
- Vast experience in providing desktop/user Support (PC, Laptops and Printers).
- Performs research into new versions of centrally supported software; conducts beta testing in virtual environments, production roll out and post production support.
- Vast knowledge of ICT security and viral protection systems
- Able to provide support for computer users on the use of their desktops and laptops, through the telephone by providing users with solutions to questions and issues with their computer hardware, software and Local Area Network.
- Software and Hardware Troubleshooting, repair and maintenance;
- Able to Establish and maintain user e-mail accounts; records by providing solutions to user identified problems and provide technical support to system users.
- Able to carry out routine maintenance of ICT equipment and monitor LAN/WAN and internet firewalls.
- Able to Train staff in application usage and troubleshooting.
- Able to carry out regular data backup on client and server machines
- Able to perform on-site and remote technical support.
- Able to Install, configure and upgrade operating System and software, security software and administrative packages.

## **WORK EXPERIENCE:**

**Regional ICT Advisor (Volunteer), Provincial Capacity Building & Enhancement Programme (PCaBe), Papua New Guinea, January 2016 – Date.**

**Website: [www.pcabii.org](http://www.pcabii.org) .**

- I am involved in providing ICT technical support to the Provincial Treasuries and Administrations in their respective region area, in coordination with the ICT Division of the Department of Finance Papua New Guinea;
- Performing site visits and audits to all districts;
- Planning and supporting all ICT infrastructure in the province;
- Providing training through mentoring, coaching and on-the-job training to ICT local counterpart in each of the districts within the province;
- Preparing Department of Finance ICT budgets;
- Preparing ICT project plans for Provincial Capacity Building & Enhancement Programme –PcaB;
- Surveying, assessing and reporting on site IT proficiency to identify the immediate training requirements (Training Needs Assessment, TNA) deemed necessary to the respective sub-national agencies;
- Assist in the coordination and delivery of Basic Computer Skills within the province;
- Maintain documentation for all infrastructure in place within the province;
- Training across sub-national levels and LLGs-Local Level Governments, including the preparation of training manuals, exercises and assessments, taking into account the training strategies outlined by the PcaB;
- Providing continuous technical support to the established computer training room facilities, PCaB site advisors and to the Provincial/District Treasury offices when deemed necessary and approval endorsed by the Project Coordinator;
- Providing technical support to the Provincial and District Treasuries and Administrations in their networking and connectivity issues/problems, facilitating the access of share drives, printers and other resources;
- Managing ICT funds provided by the project through use of acquittals and general ledgers and submitting the necessary reports in quarterly bases as per project requirements.

**Kenya Airways (KQ), Nairobi, Kenya, August 2009 – December, 2015.**

**Website: [www.kenya-airways.com](http://www.kenya-airways.com)**

**As an ICT Officer:**

- Provided desktop support for all level user requests for the proper operation of hardware and software;
- Assisted with training of applications as necessary;
- Provided user support for all IT and communications services;
- Assisted with specifications and detailed schematics for network architecture;
- Provided recommendations for hardware and software selection, implementation techniques and tools for the most efficient solution to meet present and future business needs;
- Evaluated and reported on new technologies to enhance capabilities;
- Maintained servers and personnel computers at a level of security required by organization policies and procedures;
- Maintained equipment/data/software availability and disaster recovery;
- Provided system administration, diagnostics, and repair of computers, printers, and photocopiers;
- Assisted in planning and designing of support systems;
- Installing, configuring and testing computers, printer, and other peripherals;
- Installed, configured and tested all communication equipment and wireless networks;

**Kenya Defense Forces (KDF), Nairobi, Kenya, October 1997 – July, 2009**

**Website: [www.mod.go.ke](http://www.mod.go.ke)**

**As a System Administrator: -**

- Responded to users requests and assisted in deploying/configuring systems so as to conform to infrastructure standards- providing support by assisting computer users in day to day basis.
- Maintained systems and equipment by carrying out routine tasks such as backing up data, monitoring network and systems, servers and peripherals, running systems diagnostics, patch management and system optimization, removing viruses and bad data.
- Troubleshoot and maintained the LAN/WAN with servers running in both Windows server 2003/2008 and Linux OS environment.
- Setup and managed both windows & Linux virtual machines (in SUSE and Red Hat).
- Administered & configured Alfresco Data Management system, Pretty Good Privacy (PGP), Scalix and Zimbra mailing systems.
- Troubleshoot and maintained all PC, Laptops and Printers repair.
- Administered and maintained IT inventory

**As a Computer Technician and Trainer: -**

- Oversaw the daily operations of the establishment and doing systems administration duties.
- Troubleshoot and repaired all desktop & laptop computers, printers and peripherals
- Planned and acquired LAN/WAN devices and advised the Air force where applicable
- Installed and updated software on all computers, ensure error free back-up of data on file Servers,
- Maintained LAN specific equipment to ensure Network reliability,
- Trained users in the Air Force Base.

- Supervised installation, documentation and maintenance of software supported in all the Air Force computer activities and disseminated this to other ICT technical staff.

## **INTERNSHIP:**

**May 2012 - July 2012-** Kenya Airways HQ-Information System Department (IS), Nairobi, Kenya

- Conducted process and systems requirement analysis as guided by the Kenya Airways project management methodology;
- Being part of the implementation team for the cargo warehouse automation project
- Provided indispensable technical input and support for the configuration of the cargo warehouse mobile computers.

**February 2003 - August 2003-** Earth Solutions, Nairobi, Kenya

- Provided desktop hardware and software to all users
- Maintained servers and personal computers
- Assisted with training of applications as necessary
- Maintained equipment / data / software availability and disaster recovery
- Provided system administration, diagnostics, and repair of computers and printers,
- Installed, configured and tested computers, printer, LAN/wireless and other peripherals;

**September 2003 - September 2004 -** Defense Forces Technical College (DEFTEC) – Embakasi, Nairobi, Kenya.

Involved in designing and implementation of a library management system using Ms. Access and Visual Basic.

## **EDUCATION:**

- [REDACTED] Kenya Methodist University (KEMU), Nairobi, Kenya, Bachelor of Science Degree in Computer Information Systems (*second class honors upper division*), website: [www.kemu.ac.ke](http://www.kemu.ac.ke)
- [REDACTED] Jomo Kenyatta University of Agriculture and Technology (JKUAT), Juja, Diploma in Computer Technology (*Mean Grade Obtained: Distinction*), website: [www.jkuat.ac.ke](http://www.jkuat.ac.ke)
- [REDACTED]

## **ADDITIONAL INFORMATION:**

**February 2014 – April 2014,** Certificate in **Data Analysis** (*Net Hope Academy-NGO*).

**March, 2012,** Security Solutions Ltd, Nairobi, Kenya; Certificate in Operation-Computer Forensics

**March, 2010,** Kenya Airways Pride Centre, Nairobi, Kenya; Certificate in Dangerous Goods Regulations Category 12-Initial

**February, 2010**, Kenya Airways Pride centre, Nairobi, Kenya; Certificate in Aviation Security (Basic 123 Training)

**March, 2008-July, 2008**, Academy of Graphics Technology (AGT), Nairobi, Kenya; Certificate in Electronic Publishing Foundation.

**February, 2008-March, 2008**, LANet Consulting Ltd, Nairobi, Kenya; Linux Professional Institute Certification Level 1(LPIC-1)

**September, 2007-February, 2008**, InfoTech Training Institute, Nairobi, Kenya; Microsoft Certified Professional (MCP)

**April 2000 - March, 2004**, Defence Forces Technical College (DEFTEC)-Embakasi, Nairobi, Kenya; Computer Technician Grade 1.

**September 1996-September 1998**- Kenya National Youth Service, Gilgil, Kenya; Paramilitary Training.

**REFERENCES:**

[REDACTED]

[REDACTED]

[REDACTED]