Wamari James Otieno
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Professional Summary

Telecommunication and Information Engineering graduate with hands on experience in network operation, customer support, and ICT infrastructure management .Skilled in troubleshooting ,system optimization and implementing cyber security measures to safeguard enterprise environment .Proven track record in supporting top-tier clients, maintaining reliable connectivity ,and improving service delivery .Adept in collaborating with teams to resolve technical issues efficiently and aligning technology solutions with organizational objectives. Passionate about leveraging innovation to enhance business performance and user experience.

Key Achievements:

- Successfully managed Telkom Kenya's top 500 clients with a 98% satisfaction rate.

- Played a pivotal role in integrating MSAN systems, significantly enhancing network reliability.

- Contributed to university research by assisting in the design of a transformer security system using IoT technology.

Work Experience

Internship Experience

Enterprise Technical Support Intern
Telkom Kenya Limited
May-August 2025

- Troubleshot network issues for enterprise clients, improving response times and network stability.

- Monitored network performance and provided optimization recommendations, leading to enhanced service reliability.

Industrial Attachment

ICT Coordinator Department Intern
Kakamega County Regional Office | 2023

- Configured network systems and provided hardware and software support to enhance operational efficiency.

- Conducted site surveys to assess and improve internet connectivity in county offices, ensuring reliable and efficient network performance.

Education

Bachelor of Technology in Telecommunication and Information Engineering
Kirinyaga University College | Kutus, Kirinyaga
Graduation Date: October 9, 2025

- **Relevant Coursework**: Computer Networks, Network Design and Management, Mobile Adhoc, Artificial Intelligence, Data, Voice, and Video Communications, Software Engineering, Signal Processing, Optical Communication, Microprocessor Design, Digital Signal Processing, Radio Frequency Engineering.

- **Project**: Transformer Wireless Monitoring System

Skills

- **Networking Protocols**: Proficient in SSH, Telnet, IP Routing, and Switching.

- **Tools**: PuTTY, MobaXterm, WiresharkTap on a clip to paste it in the text box..

- **System Maintenance**: Expertise in routers, switches, firmware updates, LAN/WAN troubleshooting.

- **Technical Skills**: Strong knowledge of packet and circuit switching, network optimization, wireless technologies.

- **Soft Skills**: Excellent problem-solving abilities, customer-centric communication, effective team collaboration, and proficiency in Microsoft Office Suite (Word, Visio, Excel, PowerPoint).

Volunteer Experience

ICT Security Affairs Volunteer
2022 – Present

- Participated in initiatives aimed at raising awareness and improving ICT security within local communities.

Languages

- English – Fluent

- Kiswahili – Fluent

Interests and Hobbies

- Exploring new technology trends

- Reading

- Outdoor adventure and exploration