

Norbert Nyariki Nyakundi

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Summary

Experienced ICT professional with over 8 years of expertise in network troubleshooting, systems analysis, and technical support across healthcare, education, and public sectors. Skilled in providing strategic ICT solutions, managing IT resources, and collaborating with cross-functional teams. Proven track record of enhancing system efficiency, ensuring compliance with industry standards, and delivering high-quality support.

Key Skills

- **Networking & Troubleshooting:** In-depth knowledge of network configurations and problem resolution.
 - **Systems Analysis:** Proficient in analyzing and improving ICT systems.
 - **Technical Support:** Strong experience in providing end-user and system support.
 - **Project Management:** Skilled in planning and executing IT projects.
 - **Software & Hardware Maintenance:** Expertise in updates, installations, and hardware management.
 - **Communication & Collaboration:** Excellent communicator with strong teamwork skills.
 - **Tools & Technologies:** Windows, Word, Excel, Access, PowerPoint, Internet applications.
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Professional Experience**ICT Officer In Charge**

Port Reitz Sub County Hospital, Mombasa | August 2018 - Present

- Ensured reliable internet connectivity and ICT system functionality.
- Conducted audits to maintain compliance with industry standards.
- Provided technical support and troubleshooting to staff and end-users.
- Managed server configurations, software installations, and hardware maintenance.
- Prepared IT performance reports for management review.
- Oversaw IT budgets and resource allocation for the department.

Part-Time ICT Lecturer

Co-operative University, Mombasa Campus | January 2019 - December 2019

- Delivered lectures on ICT courses to diploma and certificate-level students.
- Developed course materials and assessments in line with academic standards.

ICT Clerk / Voter Verification Clerk / Voter Registration Assistant

IEBC, Jomvu Constituency | 2016-2017

- Configured and maintained biometric voter registration kits.
- Provided technical support during election periods, addressing field issues.
- Conducted voter registration and verification to ensure data accuracy.

IT Administrator

Orlando's Entertainment | May 2012 - January 2016

- Managed network troubleshooting, software updates, and system repairs.
- Assembled and configured computer systems and related hardware.

Intern

NHIF, Mombasa Branch | February 2012 - April 2012

- Assembled printers and computers, performed software upgrades, and conducted preventive maintenance.
- Provided customer support and assisted with ledger reconciliations.

Education**Data Protection Course Certificate**

Centre For Intellectual Property and Information Law
Strathmore University | September 2024 – October 2024

CCNA Certificate

Technical University of Mombasa | January 2013 - April 2013

Bachelor of Business Information Technology

Mount Kenya University | 2009 - 2012
Second Class Honors, Upper Division

MICROSOFT Certificate

Jara Computer College | December 2008- April 2009
Attained A distinction

KCSE Certificate

Nyambaria high school 2005-2008

Attained grade B-

KCPE Certificate

Zano school 1995-2004

Attained 365/500

Certifications

- Cisco Certified Network Associate (CCNA)

Referees

- **Dr. Suheil Malik**, Medical Superintendent, Port Reitz Sub County Hospital
Email:| Phone: +254 790989968
- **Dr. Rehana Khan**, Medical Superintendent, Likoni Sub County Hospital
Phone: +254 741135741
- **Halima Mahmoud**, ICT Manager, Mombasa County Elections
Phone: +254 721698110