

Bonface Otieno

Address: P.O. Box 1043, Nairobi, Kenya

Phone: +254 714 087396

Email: lasbon116@gmail.com

Website: www.bonface.amrecafrica.org

Professional Summary

A highly skilled and certified IT professional with over 10 years of experience in IT infrastructure management, cybersecurity, and technical support. Proven expertise in **server maintenance**, **data security protocols**, and **user training**, with a strong commitment to leveraging technology to support humanitarian efforts. Adept at troubleshooting, implementing IT solutions, and ensuring operational continuity in high-pressure environments. Certified in **C.C.N.P. Routing & Switching** and **M.C.S.E.**, with a Bachelor's degree in Information Technology. Passionate about contributing to MSF's mission of providing medical assistance to vulnerable populations through reliable and secure ICT systems.

Key Skills

- IT Infrastructure Management
 - Data Security & Backup Protocols (Firewalls, User Access Controls, Backup Systems)
 - Server Management & Network Architecture
 - Microsoft Operating Systems & Office 365
 - Radio Telecommunication Concepts
 - User Training & Technical Support
 - Cybersecurity Solutions
 - Project Management & Team Collaboration
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Professional Experience

Data Service Executive

IPSOS, Kenya | 2024 – Present

- Develop and maintain mobile data collection applications using platforms like iField, CommCare, ODK, and Kobo Collect, ensuring data integrity and security.
- Conduct data analysis using Python to derive insights and improve operational efficiency.
- Train users on business applications and tools, ensuring seamless adoption and utilization.
- Troubleshoot technical issues and provide timely support to ensure uninterrupted operations.

Information Specialist

Sunda International, Kenya | 2021 – 2023

- Maintained and optimized IT infrastructure, including networks, servers, biometric systems, and printers, ensuring 99% uptime and reliability.

- Implemented **data security protocols**, including firewalls, user access controls, and backup systems, reducing data loss incidents by 10%.
- Installed, configured, and troubleshooted software and hardware systems across the organization.
- Conducted training sessions for over 60 users on ICT systems and business applications, improving overall efficiency and reducing support requests.

Data Officer

PATH, Kenya | 2019 – 2020

- Developed ODK data collection tools with multi-language support for research projects, ensuring data accuracy and security.
- Managed server configurations and device setups, ensuring optimal performance and reliability.
- Conducted data validation, cleaning, and processing to ensure accuracy and reliability.
- Troubleshoot technical issues in data collection processes, ensuring smooth project execution.

Education

Bachelor of Science in Information Technology

Maseno University, Kenya | 2012 – 2016

- Specialized in software development, networks, and web technologies.
- Graduated with Second Class - Upper Honors.

High School Education

Kisumu Boys' Secondary School, Kenya | 2008 – 2011

- Graduated with top honors in Science and Mathematics.

Certifications

- **C.C.N.P. Routing & Switching**
- **M.C.S.E. (Microsoft Certified Solutions Expert)**

Technical Skills

- **Web Development:** HTML, CSS, JavaScript, PHP, MySQL
- **Frameworks:** Bootstrap, Laravel, Django
- **Version Control:** Git, GitHub
- **Database Management:** MySQL, PostgreSQL
- **Data Analysis:** Python, Excel, SPSS
- **Mobile Data Collection Tools:** iField, ODK, Kobo Collect, CommCare

Achievements

- Successfully implemented **data security protocols**, reducing data loss incidents by 10%.

- Trained over 60 users on IT systems, improving overall efficiency and reducing downtime.
 - Designed and maintained robust network infrastructures, ensuring 99% uptime and reliability.
 - Developed and deployed mobile data collection tools, streamlining data collection processes for research projects.
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Languages

- **English:** Fluent
 - **Kiswahili:** Fluent
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References

James Mbogo

Systems Administrator – COMBIT Systems

Mobile: 0733711447 | Email: mbogojames14@gmail.com

Chris Obonyo

Project Manager – PATH, Kenya

Mobile: 0722998470 | Email: cobongo@path.org

Dennis Omondi

IT Officer – DREAMS

Mobile: +254 721 526611 | Email: dennis_thade@yahoo.com