

RESUME OF NAWATE ZAMZAM SHIKANGA

GENERAL STATEMENT

Experienced in system support, planning, developing, training and implementing state-of-the-art ICT solutions facilitating corporate growth. Adept at consensus building, team-work, problem-solving and negotiating. Well-rounded IT background of infrastructure management (networks, systems, web-hosting, applications), software development management and project management. I hold a Bsc (Hons) in Applied Business Computing, Higher National Diploma in Computer Studies and a Diploma in Computer Studies.

Strengths:

- **Results Orientation** – Turned around key projects, namely library computerization, Utalii Hotel computerization and Internet, that were years behind schedule and met and exceeded all goals and objectives
- **Innovation and Creativity** – Championing use of Ms-Office suite in pursuit of office automation. Designing worksheet templates with relevant formulae for Annual Budget, Student Marks computation, Workplan, daily vote control worksheet linked to relevant budget figures in the Annual budget worksheet.. Developing an in-house program for Student recruitment and admission process.
- **Project Planning & Management**- Proven ability to plan, organize and lead technical projects/teams in both small groups and large corporate areas..
- **Technical Support & Training** – Demonstrated skill in training and supporting end users as well as developing technical staff achieve performance objectives.

CURRENT JOB

Business/Data Analyst, Research department, Kenya Utalii College, Nairobi.

OBJECTIVE

To be a leader in innovative ICT solutions for improved service delivery in the region

TECHNICAL SKILLS

- Computer support, maintenance and upgrading.
- Computer Programming
- Systems Management.
- Internet and Web design
- Network administration in Windows NT, Server 2003, Novel Netware 5.0 environment.
- TCP/IP configuration and programming.
- Object oriented systems and design.
- Software engineering.
- Systems analysis and design.
- Database management in Ms-Access and MySQL.
- Network design, set- up and troubleshooting.
- Software installation.
- Structured cabling.
- Ms-office suite, Ms-SQL

MAJOR PROJECTS

- (a) In 1999 Planned, directed and coordinated activities of designated projects which included:-
 - a. Networking ie. Physically laying network cables to connect 34 offices within Kenya Utalii College
 - b. Connecting the Utalii Hotel LAN and the Library complex LAN to the College LAN using fibre optics backbone
 - c. of Mandarin Library system for KUC Library
 - d. Installation and configuration of Micros Fidelio, hotel management program for Utalii Hotel and SunSystem Financial for accounting and inventory management
 - e. Extension of the College LAN to all departments and link it up with the Hotel LAN and the Library using fiber backbone.
 - f. Plan, setup and configured the LAN and sourced for computers for a Second students' Computer Laboratory for Tour and travel programs to ease congestion in the main laboratory.
 - g. Set-up a cyber café within the Library Complex for revenue generation to supplement the department's annual recurrent budget
- (b) Developed and inhouse program for student recruitment and admission. The program has been in use since 1995 to October 2008 when it was upgraded to Microsoft Navision.
- (c) Coordinated the Re-designing of Kenya Utalii College Website <http://www.utalii.co.ke> and www.utaliihotel.co.ke .
- (d) Initiated the introduction of Information Technology Course with the Kenya Utalii College curriculum. Developed the IT Course Curriculum relevant for each course group in 1997. Have periodically updated the curriculum to remain relevant with the emerging trends and market demand.
- (e) Initiated and conducted in-house Computer Preventive Maintenance by designing and conducting an in-house preventive maintenance program to cut down on ICT maintenance cost
- (f) Installation of an online Uninterrupted power supply at the Utalii hotel, Library Complex and computer second laboratory

EXPERIENCE

January 2007–to date Research Department, Kenya Utalii College Nairobi

Business/Data Analyst

My responsibilities are:

- Aligning College ICT and automation projects with College strategic plan
- Coordinate preparation and vetting of departmental contracts.
- Support and participate in Annual Performance Contract negotiations with the government
- Provide adequate control for various systems and programs
- Review and synthesizing the College performance monitoring indicators, survey instruments, and toolkits for use by line departments
- Collect, analyze, and synthesize institutional performance data and Prepare quarterly and annual reports for the College.

September 2001–Dec 2008 Computer Department, Kenya Utalii College Nairobi

Systems Support Officer /Instructor

- Develop departmental goals, policies, and procedures
- Direct daily operations of the department and work on projects with other departments
- Evaluate project proposals and decide whether or not the department can complete those projects
- Prepare, monitor, and adjust operational budgets and costs
- Communicate with College management and users to figure out computing needs and system requirements
- Communicate with vendors and technicians to provide the company with the right kind of computer systems
- Train staff and student on ICT concepts & Application packages
- Troubleshoot , upgrade and maintain the College Network and the Internet
- Offer support to computer users on hardware, software, network and Internet
- Assign and schedule work to meet priorities and goals.
- Prepare and review project progress reports.
- Develop work standards.
- Evaluate performance in light of these standards

February 1997–August 2001 Computer Department, Kenya Utalii College, Nairobi

Data Processing Officer II/Instructor

My work activities included:

- Maintaining and upgrading existing computer systems.
- Helping the organization redesign their computer systems. Sometimes by adding only a few software programs to make better use of computers. At other times, upgrading their memories and reconfiguration.
- Coordinating the upgrade or installation of the computer hardware and software
- Training staff how PC fundamental and application.
- 24 x 7 user and system support for College and Utalii Hotel information system
- Acting as the head of department in the absence of the head of department.

October 1994– January 1997 Computer Department, Kenya Utalii College

Senior Data Processing Clerk

My tasks included:

- Test and monitor software, hardware, and connected equipment.
- Evaluate if users are using the proper software and hardware for their needs.
- Read technical manuals, talk with users, and conduct computer tests.
- User support to resolve hardware and software related problems
- Install software on new acquired computers
- Make minor repairs to computers following design or installation directions. Refer major hardware or software problems to suppliers or to College Contracted service technicians.
- Talk with staff and H.O.Ds to learn what new ICT solution is needed or what changes need to be made to computers in their respective areas
- Evaluate new software and hardware.
- Design in-house programs
- Maintain record of telephone calls and e-mails. Track nature of problems, what they did, and what software they installed.
- Supervise other computer support workers.

EDUCATION & PROFESSIONAL TRAINING

Academic Qualification

- Jun 2007– Dec 2008 University of Sunderland
▪ Bsc (Hons) Applied Business Computing.
- Jan 2002– Dec 2004 Computer Learning Centre, Nairobi
▪ BTEC Higher National Diploma in Computing and Software Engineering.
- May 1991– Jul1994 The Mombasa Polytechnic Mombasa
▪ Diploma in Computer Studies

Professional Training

- July 2010 Office of the Prime Minister, Public Sector Reforms and Performance Contracting
▪ Certificate in Performance Management
- April 2009 Kenya Institute of Administration
▪ Certificate in Public Policy formulation, implementation & Analysis
- March 2009 Promin Consultants Ltd, Nairobi
▪ Certificate in Strategic Formulation
- September 2005 Centre for Corporate Governanc, Nairobi
▪ Workshop on Corporate Governance
- September 2007 Intel College, Nairobi
▪ Certificate in Project Management
- June 2004 Computer Learning Centre, Nairobi
▪ CCNA – CISCO Certified Network Administrator
- 1998 Computer Learning Centre, Nairobi
▪ DLI Structured Cabling
▪ A+
▪ N+
- March 1997 Automated Systems Ltd, Nairobi
▪ Intranetware 4.11 Novell Administration – CAN
- 1986–1989 Mumias Girls Secondary School Mumias, Kenya
▪ Kenya Certificate of Secondary Education
- 1980–1987 Kakamega Ndani Primary School, Kakamega, Kenya
▪ Kenya Certificate of Secondary Education.

REFEREES

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