LIVINGSTONE ODUOR OTIENO

INFORMATION TECHNOLOGY EXPERT

ADDRESS

11th street
Nairobi
00100, Kenya

SCHOOL

TOM MBOYA UNIVERSITY
2nd September 2024 – NOW

Completed database management, cybersecurity and network administration.
Led a team in the design and
deployment of a mobile application for
a local business, which directly
impacted its sales and clientele.
Administered the ticket system at a help desk supporting over 100 users a week with 95% of issues resolved on the first touch.
Researched new emerging technologies in the IT arena and presented the findings at the regional technology conference to all faculties and peers.
CURRENTLY AT TOM MBOYA UNIVERSITY

SAWAGONGO HIGH SCHOOL
20th January 2020 – 23rd November 2023
Carried out research projects on environmental sustainability through data analysis for trends and recommendations for improved conservation practices.
Assisted professors and peers with laboratory experiments by paying close attention to detail and following safety protocols.
Presented findings at academic conferences, articulating complex scientific ideas to a diverse audience.
Coursework in biology, chemistry and physics was completed, emphasizing the development of critical thinking and problem solving skills.

WORK EXPERIENCE

PHARO SCHOOLS NAIROBI [Biometric Expert]

12/2023 – 12/2024

- Analyzed, designed, and deployed biometric authentication systems for enhancing organizational security protocols for a wide range of clientele, especially a multinational one.

- Analyzed biometric data for trends to enhance efficiency in the use of the technology and improve authentication processes.

- Implemented biometric solutions with IT teams and departments through smooth integration and minimal disruption to operations.
  Training and support on use were provided to all staff to ensure high adoption and user satisfaction rates with the applied biometric systems.

TENDER CARE JUNIOR SCHOOLS

Biometric & IT Expert

01/2024 – 09/2024

- Designed and deployed biometric systems for access control, achieving a 20% reduction in unauthorized entry points.
- Improved existing algorithms on face recognition to a high accuracy of 15%.
- Ensured incident-free integration with the current infrastructure.
- Conducted security audits and vulnerability assessments related to biometrics and IT; identified areas needed for system enhancements.
- Collaborated with interdepartmental stakeholders to develop solutions using biometric technology that fitted their needs; increased operational productivity.

TOM MBOYA UNIVERSITY

IT Support Specialist

09/2024

- Led the design and deployment of a mobile application that directly influenced sales and enhanced customer engagement for a local business.
- Provided IT support for over 100 users on a weekly basis, with a 95% first-touch resolution rate that helped improve overall user experience.
- Conducted research on emerging technologies and presented at regional technology conferences to enhance university projects and initiatives.

SKILLS

TECHNICAL SKILLS

- **Operating Systems**: Windows, Linux
- **Cybersecurity**: Firewalls, Network Security, Vulnerability Assessments
- **Troubleshooting & Repair**: Hardware/software diagnostics
- **Software Installation & Configuration**
- **Programming**: Python, Basic Java
- **Database & SQL**: Querying, Data Reporting
- **Data Visualization**: Power BI, Tableau (basic)
- **Biometric Systems**: Facial and Fingerprint Authentication
- **Workforce Tools**: Scheduling, Forecasting (basic WFM)

✅ SOFT SKILLS

- Excellent Communication

- Time Management
- Attention to Detail
- Problem Solving Mindset
- Team Collaboration
- Customer Service

Networking & Cybersecurity

Network protocols, securing of IT infrastructure

<u>REFEREES</u>

JOHN JACOB OMORO ODHIAMBO
BOOKLAND PREPARATORY SCHOOL
HEADTEACHER
0725473829

CLIFF NDERITU
PHARO SCHOOLS NAIROBI
TECHNICIAN
0701547400

Mr ERICK OKELLO
SAWAGONGO HIGH SCHOOL
CLASS TEACHER
0701379584