FRANK OKOTH OGWENO
CLUSTER IT ENGINEER

Phone: +248 2539941
Email: okothfrank69@gmail.com
Nationality: Kenyan

Permanent Address: Box 593 – 40100 Kisumu
Current Location: Mahe, Seychelles

RESUME SUMMARY

Experienced IT Engineer with over seven years of progressive experience in system and network administration, technical support, and project implementation. Skilled in managing client expectations, resolving tickets, and implementing technical solutions. Proficient in Microsoft Enterprise Mobility, Azure, Active Directory, PowerShell scripting, and Cisco network configuration. Committed to delivering excellent client service and maintaining thorough system documentation.

CORE COMPETENCIES

- Systems Management
- Project Implementation
- Technical Support
- Problem Solving
- Communication
- Collaboration
- End User Computing
- Disaster Recovery

TECHNICAL SKILLS

- Windows Server/Virtualization
- Active Directory, Group Policy
- Cloud services migrations and administration
- Cisco network configuration
- LAN/WAN troubleshooting
- Remote access and VPN configuration
- Windows and Mac OS support
- Outlook, Exchange email support
- MS Office troubleshooting
- Malware and virus remediation
- Mobile device support (Android and iOS)
- Printer installation and troubleshooting
- Micros-Fidelio Property Management System
- Micros Point of Sale
- Network skills
- General Hardware skills
- Web basics
- Word, Excel, PowerPoint
- Guest Facing Technologies
- Telephony and Communication solutions
- Facilities and Guest Service solutions
- Cloud technologies
- Mobile and smart-device usage and management

PROFESSIONAL EXPERIENCE

CLUSTER IT ENGINEER

Employer: *Savoy Resorts & Spa Seychelles |Coral Strands Hotel Seychelles*
Period: *September 2022 to Present*

Key Deliverables:

- Managing and monitoring network infrastructure, optimizing performance and resolving connectivity issues.
- Providing technical support to staff, resolving tickets and implementing solutions.
- Collaborating with project teams to implement Microsoft 365 Business Premium applications.
- Maintaining thorough documentation of system configurations and troubleshooting procedures.
- Installing and configuring CCTV systems to ensure security surveillance across the premises.
- Providing audio and visual assistance and setup during events and conferences, ensuring seamless presentations and guest experiences.
- Managing installation and configuration of IP phones and PBX systems.
- Configuring IPTV systems to deliver entertainment and information services to guests.
- Setting up and configuring wireless access points (WAPs) for reliable Wi-Fi connectivity.
- Assisting guests with in-room technical support.
- Configuring and managing Cisco switches, including VLANs and trunking.
- Implementing VLANs to segment network traffic.
- Configuring trunk links between switches to facilitate data transfer.

ICT OFFICER
Employer: *Dansal & Associates Limited, Nairobi, Kenya*
Period: *September 2020 to June 2022*
Key Deliverables:
- Designed and maintained computer networks, ensuring security and privacy.
- Managed data storage databases and applications, updating information as necessary.
- Monitored network performance and conducted regular maintenance.
- Provided technical support to staff, resolving hardware and software issues.

CUSTOMER SUPPORT ENGINEER
Employer: *Network Intelligent Payment Solution L.L.C., Dubai, UAE*
Period: *January 2020 to August 2020*
Key Deliverables:
- Provided first-tier computer, printer, network, and software application support.
- Supported cross-functional engineers and escalated issues when required.
- Documented new issues and updates in the corporate knowledge base.
- Managed hardware and software, resolving technical problems independently.

ICT OFFICER
Employer: *Dansal & Associates Limited, Kisumu, Kenya*
Period: *February 2018 to December 2019*
Key Deliverables:
- Provided first-tier technical support for hardware and software.
- Managed telephone systems and photocopiers.
- Installed and configured software and hardware.
- Maintained repair logs and schedules

TECHNICAL SUPPORT SPECIALIST
Employer: *Ekodi Limited, Kisumu*
Period: *August 2015 – January 2018*
Key Deliverables:
- Ensured the number of Incidents and Requests are logged accurately.
- Investigated and provided support for all end-user requests.
- First-level resolution of incidents/service requests.
- Communicated to the IT Management on major incident progress.
- Guided the quality of replacement spares and parts.
- Monitored application and network links, reporting, and follow-up for resolution.
- Structured cabling maintenance and extension of new network connections within the hospital.
- Maintained records/logs of repairs and fixes and maintenance schedule
- Provided support and advice on all IT-related services.
- Maintained and backed up data for the database system and internal server of the hospital;
- Provided technical expertise and support on all IT-related issues within the hospital.
- Provided technical advice to the management in decisions relating to the strategic use of IT and make recommendations on the acquisition and deployment of new and existing technologies.
- Monitored network performance to determine whether adjustments need to be made.

EDUCATION

- Bachelor of Science in Information Technology, Maseno University (2013 - 2016)

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)

PROJECTS AND ACHIEVEMENTS
- Successfully led the implementation of property management systems, improving operational efficiency.
- Successfully led the implementation of service desk improving operational efficiency.
- Awarded Employee of the Year 2023 and Employee of the Month June 2023.

ADDITIONAL SKILLS
- Strong multitasking and attention to detail
- Adaptable and flexible in fast-paced environments
- Excellent interpersonal and communication skills

LANGUAGES
- Fluent in English, Swahili

LINKS
LinkedIn Profile

REFEREES

Available upon request.