

ARNOLD CHELOTI NDUKUYU

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PERSONAL DETAILS

Year of birth: 01/01/1978

Religion: Christianity

National ID : 21595625

PROFESSIONAL PROFILE

Results-oriented technology industry leader, managing complex IT solution designs including ERP applications, Security solutions, Infrastructure, Disaster Recovery Plans and cloud-based applications. Leverage twelve years of requirements and infrastructure analysis expertise to drive business development and retention to customer-focused success. Extensive practical knowledge of complex systems builds, hardware and software testing, PCB testing, network support, technical support and systems repairs. Looking for a new and challenging managerial position of technology influence, one that will make best use of my existing skills & experiences also further my personal development.

- ▣ Provide leadership vision enterprise-wide via decisive and insightful executive leadership, guiding daily operations and policy implementation through strategic thinking and decision-making
- ▣ Known for seamlessly coordinating and collaborating with internal business functional heads and third-party partners
- ▣ Build and lead high-performance teams to manage, implement and streamline complex IT designs & Solutions
- ▣ Foster virtual team collaboration using relationship building and communications improvement
- ▣ Spearhead project delivery within tight timeframes, using cutting-edge storage, security and VoIP tools

CORE COMPETENCIES

- ▣ **Management:** ☺ Strategic Planning, Alignment and Management ☺ Needs Analysis ☺ Recommendation proposal Delivery ☺ Organizational Improvisation ☺ Business Enterprise Solutions ☺ Staff Development ☺ Portfolio Management
- ▣ **IT Solutions:** ☺ Cloud Computing Integration ☺ SIP-Based Architectures ☺ Integration and Optimization
- ▣ **Security:** ☺ Security Controls ☺ Risk Assessments
- ▣ **Client Retention:** ☺ Customer Relationship Management ☺ Disaster Recovery Solutions

EDUCATION AND QUALIFICATIONS

- **Master of Science Information Technology-** Kibabii University: September 2012- Nov 2016
- **Bachelor of Science, Computer Science-** Egerton University-Rift Valley: Aug 2005- Dec 2008
- **Diploma in Information Technology-** The Mombasa Polytechnic-Coast: January 2000- December 2002
- **Certificate Computer Maintenance & Upgrade-** The Mombasa Polytechnic-Coast
- **Professional Certification in Strategic Management and Leadership-** Kenya Institute of Management (KIM)
- **Senior Management Course (SMC)** – Kenya School of Government
- **COBIT 5 Foundation (Governance of Enterprise IT)** – Technobrain Ltd
- **Certificate in Web-Development** (JavaScript, PHP, Python, WordPress, CS6, SOAP)
- **CSX Security Foundation** - ISACA

PROFESSIONAL MEMBERSHIP

- KACP- Association of Computing Practitioners Kenya – Membership no. 201952003 (Professional).
- CSK- Computer Society of Kenya (CSK) - Membership no.109756 (Fellow).
- ISACA - Information Systems Audit and Control Association - Membership no. 953845 (Professional).

PROFESSIONAL CERTIFICATION

- IC3 Certification (Global Standard Certified).
- MCSA- Microsoft Certified Solutions Associate.
- MCP – Microsoft Certified Professional.
- 2010 MOS Specialist.
- Adobe CS4 certified.
- Oracle 10g and MS SQL Server 2008 R2 Instructor & Development Training
- Cybersecurity Fundamentals (CSX)
- COBIT 5 Foundation Premium (Governance of Enterprise IT)

KEY SKILLS AND COMPETENCIES

- **ERP project management and implementation:** I have been a project manager from requirements specifications development to implementation of Syspro, Ebiz-Frame, SAP ERP system at Nzoia Sugar Co Ltd and Microsoft Navision 2018 at Nairobi Centre for International Arbitration (NCIA).
- **Corporate Management Skills:** Effectively managing diverse teams of employees, including hiring, pay increases, employee morale programs, annual reviews and terminations. Directing all aspects of day-to-day operations, including business development, client services and operations. Demonstrating solid time management and organizational skills, along with powerful and effective strategies and service delivery that customer-oriented.
- **Technical Support:** Capable of handling technicalities in engineered operations & automated systems by guiding technical team in system cycles & processes, computer information systems, hardware resources for starting up all the systems in work stations to handling servers and backup system during downtimes.
- **Database administration:** skilled in designing, implementing, and maintaining the database system; establishing policies and procedures pertaining to the management, security, maintenance, and use of the database management system. Data mining and Business intelligence for executive reporting skills.
- **System Administration:** Skilled in handling the upkeep, configuration, and reliable operation of computer systems; especially multi-user computers, such as servers.
- **Network Security:** Adept with all processes involved in to protect the usability and integrity of network and data. It includes both hardware and software technologies which is aimed to manage access to the network thus targets a variety of threats and stops them from entering or spreading on your network.
- **Project Management:** Identification of project dependencies, tracking while analysing risks involved that can affect deliverables and meeting deadlines.
- **Technical Instruction:** Skilled at conducting a detailed process where I give instructions on improvement or advancing skills or technique in ICT/ IT handling having worked as a technical instructor and teacher.
- **Set up and Maintenance:** Ability to design network and install software programs or drivers, set up networks of computers or printers, configuration of switches and routers for wireless connections setting up servers and administration and Securing Connections using Various Firewall Technologies.
- **IT Support:** I am well versed in providing IT support for the configuration, hardware and software maintenance as well as database administration.
- **IT Risk Analysis:** Expert in the application of risk management methods to information technology in order to manage IT risks associated with the use, ownership, operation, involvement, influence and adoption of IT within an enterprise or organization.
- **ICT Competency:** Ability to determine ICT needs, research, review, develop and implement ICT strategy that is aligned to the overall business strategy of the organization.
- **Problem solving:** I have the ability to visualize, solve complicate problems in the best way and make accurate and informed decisions. I am able to combine patience, determination, and persistence to troubleshoot client issues.
- **Customer Service:** Proven experience handling clientele, serving them efficiently and ensuring their satisfaction. Also capable of creating mutual business relationships with stakeholders and existing clients.
- **Leadership and Supervision skills:** Experienced in leading and managing teams and ensuring that performance is well monitored.
- **Communication:** Can communicate effectively by writing, spoken (fluently) in the following languages: - English, Kiswahili, Luhya. Admirable communication skills with oratory talent when addressing a crowd.

- **ICT/Computer Skills:** Proficient in navigating Ms Suit, emails and internet. Capacity to develop and manage the implementation of IT strategy, policies and processes in line with business strategy.

Other skills

- Organization Risks & Risks Management Champion by G-Optimized Community Development skills and approaches by STIPA.
- Management of Educational Institutions by KESI.
- Youth Leadership skills by National Youth Council (NYC).
- ISO 2015 implementation, audit and leadership – KEBS.
- Corporate management skills.

WORK EXPERIENCE

Head of ICT

Nairobi Centre for International Arbitration: October 2017 – Date

Duties and Responsibilities

As Head of Unit, I am charged with

- ▣ Directs the execution of enterprise technology standards and performance metrics to ensure IT delivers value to the enterprise.
- ▣ Act as an agent of change and lobby for improvements which will improve IT operations and overall corporate operations, while mitigating risk and advising management appropriately.
- ▣ Set strategic infrastructure direction within 2 months; rolled out for phased implementation within 6 months. This guided on acquisition of internal infrastructure eliminating obsolete technology, disaster recovery, and addressing security issues for effective Alternative Dispute Resolution (ADR) service delivery.
- ▣ Established enterprise-wide IT-enabled service framework, financial/operating controls, and best practices for marketing communications for effective service delivery.
- ▣ ICT Policy Implementation administration & review,
- ▣ Development of strategic plan for department,
- ▣ Facilitated business development through preparation of comprehensive and articulate technical portions of proposals that have been highly successful in gaining confidence of prospective clients' IT leadership.
- ▣ Led team in applying leading edge technology to deliver innovative, dynamically interactive solutions for ADR clients
- ▣ Responsible for Budgeting and budget management, controlling and forecasting investment requirements for the department.
- ▣ Repositionable for formulating and recommending ICT policies for adoption by NCIA board of Directors
- ▣ Responsible for ICT staff capacity development in technical and management areas resulting in the smooth running of their business functions.
- ▣ Charged with Keeping abreast with ICT enterprise growth and ensuring that NCIA realizes value for money on an ongoing basis from technology trends and continuously improvement of existing business processes and alignment to organizational goals.
- ▣ Overseeing the efficient management of ICT infrastructure at the centre and regional arbitral hubs.
- ▣ Overseeing all ICT projects right from Management and Board approval through to their successful implementation and ensuring that the inherent risks are effectively managed and contained.
- ▣ Overseeing implementation of business continuity plans and disaster recovery plans for IT systems.
- ▣ Ensuring that the department runs smoothly, cost - effectively.
- ▣ Liaising with external agencies including relevant government units in order to harmonize ICT systems and compliance with ICT Governance standards
- ▣ In-charge of Systems identification, selection, deployment and management,
- ▣ Functional business ISO lead for ICT,
- ▣ In charge of cascading and development of Performance appraisals and evaluations

Key Achievements

- ▣ Undertaking transformative implementation of ICT infrastructure by setting up datacenter, deployment of ERP for Alternative Dispute Resolution (ADR), backup and recovery plan, Requirements specifications development for implementation of Online ADR services for collaborative seats,

- At NCIA, am in the process implementing NAV 2016 ERP and integrated Videoconferencing system for remote Arbitration panels of the center.
- Certification of Achievement for application and compliance with ICT Authority IT Governance Standards
- Increased efficiency of development group by 25% through matrix organizational structure that allowed for responsive shift of experts to meet user needs.
- Consolidated and stabilized servers improving hardware uptime from 70% to 99%.
- Reduced software downtime from 50% to <2%.
- Transitioned firm to employ reusable object-oriented programming modules for applications development slashing time-to-deliver by 50%.
- Implemented rigorous development and testing processes decreasing software defects by 60%.

Head of ICT

Nzoia Sugar Co Ltd: May 2014 – May 2017

Duties and Responsibilities

As Head of department, I am charged with

- Spearheaded converting from legacy systems, T1 and DS3 MPLS networks while enhancing automation index for the organization.
- Planned and executed designs for high performance, customer/employee digital technology - Saving over \$2.5M
- Responsible for technology and budget investment/ROI, risk and control assessments.
- Implemented multiple controls and support enhancements for realized efficiency gains
- Built and launched successful enterprise solutions. Continually ensuring SLA's, budget and on-time delivery.
- Established strong vendor relationships for long term partnerships, high performing SLA's and 24/7/365 high availability uptime.
- Developed a 5-year technology strategic plan based on corporate productivity growth, delivering "real" business value responsibly in a timely and cost-efficient manner by leveraging the company's in-house platforms or Cloud (SaaS, IaaS, PaaS) opportunities.
- Led the development efforts of a new strategy for IT. The strategy addressed new technologies, vital upgrades and change management at the executive level of the firm.
- Led improvements in service levels for increased customer satisfaction.
- Improved employee morale.
- Reorganized IT department to streamline management and increase skills capabilities. Projected savings was \$1 million.
- Managed the IT project to implement a new Capability Set of IT equipment resulting as the only organization in the sugar industry to fully integrate all systems within ideal costs for 5-year TCO.
- Managed a Microsoft Windows desktop/laptop fleet of over 300 workstations
- Managed organization's IT policy development ensuring training and security resulting in a 50% reduction in network security incidents
- Developed and executed essential information systems training for transition from the many disjointed legacy systems.

Key Achievements

- Successfully transformed the infrastructure by laying fibre, constructed a backup and recovery off-site data center, supervised the design, construction and setup with configurations of Remote weighbridges for cane collection, project manager ERP for deployment of (SAP & Agriculture management system) implementation right from requirements specifications to deployment, installed electronic movable cabinets to securely keep farmers files as a controlled measure of access and an affront to digitization.
- Consolidated and stabilized servers improving hardware uptime from 70% to 99%.
- Reduced software downtime from 50% to <2%.
- Transitioned firm to employ reusable object-oriented programming modules for applications development slashing time-to-deliver by 50%.
- Implemented rigorous development and testing processes decreasing software defects by 60%.
- Slashed manual processes by 50% with resultant reduction in overhead costs.
- Altered staffing model to include third shift operations increasing on-time delivery of data to clients by 50%.
- Reanalyzed network traffic, eliminated unnecessary routing and equipment and reduced costs by 33%.
- Implemented centralized system for corporate Quality Assurance group to monitor call center activity decreasing call rejection rate by 5%.

Business Systems Manager
Nzoia Sugar Co Ltd: April 2012-May 2014
Duties and Responsibilities

I was tasked with the following

- ✚ Functional deputy to the Head of ICT, responsible for Overall systems designing & deployment, Infrastructure management, strategy formulation.
- ✚ Code review and test review, ERP requirements development, implementation & deployment and business process coordination.
- ✚ Managing weighbridge operations and imparting training to new team members in ICT Department.
- ✚ Offer overall coordination of ICT service and Technical sections and policy formulations.

Database Administrator
Nzoia Sugar Co Ltd: August 2011-April 2012
Duties and Responsibilities

I executed the following

- ✚ Corporate DBA.
- ✚ Database modelling, configuration and data security.
- ✚ Database Administration and backup management.
- ✚ Responsible for Testing and retrieval.
- ✚ In charge of Datacenter and DRP.

OTHER WORK EXPERIENCES

- ✚ **IT Officer**, lebc-Referendum (Kisauni Constituency): July 2010 – August 2010
- ✚ **Snr. Technician**, The Mombasa Polytechnic University College: January 2010 – August 2011
- ✚ **Technical Instructor**, Kibabii Diploma Teachers' Training College: December 2008 – December 2009
- ✚ **Systems Support**, Lugulu Girls High School: June 2008 – December 2008 (Contractual)
- ✚ **Computer Teacher**, Friends School Kamusinga: January 2004- May 2005

PROFESSIONAL ATTRIBUTES

- ✚ **Career orientation** – ICT infrastructure design, networking and systems administration and overall governance
- ✚ **Technical Aptitude** – Windows server 2008 R2, UNIX, Linux and Dos; Database Management Systems (Oracle 11g & SQL Server R2), ERP systems & support (Syspro, Ebiz-frame-ESS, SAP, Amity AMS, Microsoft Navision), Weighbridge systems, SAGE ERP for institutional financials and payroll.

LEADERSHIP ROLES

- Trustee Bungoma Region Foundation Under (WKCDD/FMP)
- Hon. Secretary for Association of Computing Practitioners Kenya (KACP)
- BOG Member Sang'alo Institute of Science and Technology
- BOM Chairman – Nzoia Industrial Primary School

SALARY EXPECTATIONS

AS PER THE SCHEME OF SERVICE

REFEREES

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