



BILL GRAHAM PEACEMAKER

ICT PROJECTS OFFICER

CONTACT

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SKILLS

- Ability to work in a team
- Computer Hardware
- Computer Networking
- CCTV Installation and Maintenance
- Cyber Security
- Software Development
- Sound System Setup
- Microsoft Office
- Microsoft Exchange 365
- Web Development
- Digital Marketing
- Social Media Page Management
- Search Engine Optimization
- Graphic Designing
- Article Writing
- Content Creation and Editing
- Video Editing

PROFILE

Experienced ICT professional with 5 years of expertise in implementing and maintaining comprehensive security systems, CCTV and surveillance installations, and IT infrastructure. Skilled in remote system administration, mentoring junior staff, and aligning IT strategies with business goals. Proven ability to safeguard sensitive data through cybersecurity measures and proactive system upgrades. Adept at coordinating virtual meetings and transitioning operations to remote environments during challenging circumstances. Proficient in computer networking, software development, and digital marketing. Possess a Bachelor of Science in Information & Communication Technology Management from Maseno University. Seeking a challenging role as an ICT Projects Officer to utilize my diverse skill set and contribute to organizational success.

WORK EXPERIENCE

Course Hero

Remote System Administrator

FEB 2022-APRIL 2023

- Monitored and maintained the organization's IT systems and infrastructure to ensure optimal performance and uptime.
- Managed user accounts, permissions, and access across various platforms, adhering to company security policies.
- Troubleshoot technical issues remotely, providing swift resolutions to minimize disruptions.
- Conducted regular system updates, backups, and security audits to safeguard sensitive data.
- Collaborated with cross-functional teams to implement IT solutions that supported operational efficiency.

Uvo Corp

Remote Tutor

JAN 2022-AUG 2023

- Utilized various remote support tools to provide remote assistance to customers
- Coordinated virtual meetings with remote teams, ensuring that all meetings ran on time and within budget
- Successfully transitioned the branch to remote operations due to the COVID-X pandemic
- Created a virtual learning environment to enable remote learning during the pandemic
- Used advanced technology, such as remote interpreting equipment, to provide interpretation services to clients in remote locations

PROGRAMMING LANGUAGES

- Java
- Python
- Dart
- JavaScript
- SQL
- C
- C++
- PHP

PROGRAMMING FRAMEWORKS

- Flutter
- React
- React Native
- Django
- Spring Boot
- JavaFX
- WordPress
- Odoo

APPLICATION SOFTWARE

- Microsoft Office
- Git eg GitHub, Heroku, GitLab
- Cloud Computing eg; google cloud
- AI Tools eg; GPT
- Containerization eg; Docker
- Firewalls eg Sophos
- Wireshark
- Adobe Illustrator
- Adobe Photoshop
- Adobe Premier Pro
- Adobe Lightroom

LindTech College IT Teacher

JUNE 2023-DEC 2023

- Delivered comprehensive lectures and hands-on training in IT fundamentals, including networking, hardware troubleshooting, and software applications.
- Developed course materials, lesson plans, and assessments tailored to the diverse needs of students.
- Taught practical skills in computer operations, programming, and database management, preparing students for certifications and real-world applications.
- Guided students through interactive projects, fostering critical thinking and problem-solving skills in technology-related scenarios.
- Provided one-on-one mentorship and technical support to students, enhancing their understanding of complex IT concepts.

HIKVISION CCTV & Surveillance System

Installer(Contract Based)

JAN 2023--OCT-2024

- Implemented a comprehensive security system that included access control, CCTV, and alarm monitoring to safeguard the building and its tenants
- Installed and configured a complex networking system, allowing for remote access and control of equipment
- Implemented a multi-factor authentication system that improved user security and access control

Dahua Technology CCTV & Surveillance System

Installer(Contract Based)

JAN 2023--OCT-2024

- Implemented a comprehensive security system that included access control, CCTV, and alarm monitoring to safeguard the building and its tenants
- Developed and implemented a data backup and recovery system, increasing data security and reducing downtime in the event of a system failure

Promo Kings Limited Senior ICT Technician(HOD)

OCT 2024-PRESENT

Description:

As a Senior ICT Technician at Promo Kings Limited, I play a pivotal role in managing and optimizing the company's IT infrastructure to ensure seamless operations. My responsibilities encompass a wide range of technical and strategic tasks, including:

1.IT Infrastructure Management:

- Overseeing the installation, configuration, and maintenance of hardware and software systems.
- Managing servers, networks, and workstations to ensure optimal performance and security.
- Implementing and maintaining backup and disaster recovery solutions.

2.Technical Support:

- Providing advanced technical support to resolve hardware, software, and network issues for internal and external stakeholders.
- Training and mentoring junior technicians to enhance their troubleshooting skills.

3.Network Administration:

- Monitoring and securing the company's LAN/WAN and wireless networks.
- Configuring and managing firewalls, routers, and switches to optimize connectivity and security.

HOBBIES

- Coding
- Handling Innovative Projects
- Researching on New Emerging Technologies
- Attending Tech Events

EDUCATION

Bsc in Information & Communication Technology Management **Aug 2019 - May 2023**
Maseno University | School of Computing & Informatics
Division: Second Class Lower

CERTIFICATIONS

IT Essentials Cisco Netacad	Jan 2022 to April 2022
Cyber OOps Cisco Netacad	Jan 2022 to April 2022
Cisco CCNA Cisco Netacad	Jan 2022 to April 2023
Cisco CCNP Cisco Netacad	Jan 2022 to April 2023

REFERENCE

- 1. Dr. Muhambe Mukisa (Lecturer at Alupe University)**
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- 2. Madam Violet Settim (Lecturer at Maseno University)**
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