

CURRICULUM VITAE

JANE NDUNGWA MUTUA
MBA, BSC IST, DIP, MCSE, MCP, CCNA

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PERSONAL DATA

NAME:	JANE NDUNGWA MUTUA
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PERSONAL STATEMENT

Professionally, I am an Information Technology expert with over 25 years of experience with hands on ICT technical skills, project management & ICT security, having been among the first few ladies in Kenya to venture in the IT profession that was male dominated. I have a deep understanding of corporate collaborative needs and the role of technology in the knowledge economy of the 21st century. I keep abreast with changing trends in technology so as to provide cutting edge ICT solutions and I have a track record of proven creativity and innovativeness providing solutions to complex problems.

Administratively, I am a firm hands on and results oriented transformative leader practicing professionalism, team work and team spirit rather than command and control. I have over ten years' experience in management and I am an experienced leader of diverse people and processes with the ability to lead, mentor, and direct team members to deliver high performance targets and standards. I am a strategic thinker and I have developed and implemented several Strategic plans such Nation Sacco, Railway training, Kitondo High school, and Deliverance Church.

ACADEMIC QUALIFICATIONS

Masters of Business Administration- Strategic Management—Kenyatta University, 2019

Bachelor of Science in Information Systems and Technology, United States International University, 2007

Diploma in computer science: Kenya Polytechnic, 1991

Kenya Advanced Certificate of Secondary Education (A-Level), Tumutumu Girls High school, Nov 1987

Subjects: Chemistry, Mathematics, Biology, General Paper.

Kenya Certificate of Secondary Education (O-Level), Muthetheni Girls High School, November 1985.

Certificate of Primary Education (CPE), Iviani Primary School, November 1981.

PROFESSIONAL TRAINING AND CERTIFICATIONS

Microsoft Certified Systems Engineer (MCSE) 2001

Microsoft Certified Professional (MCP)	2001
Cisco Certified Network Associate (CCNA)	2003

WORK EXPERIENCE

KENYA RAILWAYS CORPORATION 2011 TO DATE

ICT MANAGER-----RAILWAY TRAINING INSTITUTE

Roles and Responsibilities:

- Maintains Institute's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Completes projects by coordinating resources and timetables with user departments and data center.
- Contributes to team effort by accomplishing related results as needed.
- Maximizing service delivery and fully exploiting technological and business process innovations;
- Formulating and maintaining ICT standards, policies and procedures that match best practice in the industry and comply with all regulations and licensing requirements;
- Developing ICT budgets and ICT operational and capital expenditures for the Institute.
- Providing effective leadership and management of ICT staff to build a highly motivated and performing team.
- Maintaining of the LAN and WAN
- Ensuring smooth use of ERP modules by training users and also ensuring high availability of the system.
- Maintenance of servers, workstations, network cabling and network hardware
- Assessing the quality and reliability of existing hardware, software, operating systems and network components that comprise the LAN, and make recommendations for upgrade or replacement where necessary on routine basis
- Planning, execution, and verification of daily, weekly and monthly backups of the data.
- To ensure first class user support.
- Developing and ensuring of ICT procedures as per ISO Standards

NATION MEDIA GROUP LTD 1993 TO NOVEMBER 2011

ICT SERVICES ASSISTANT MANAGER, 2008 TO 2011

Roles and Responsibilities:

Over Staff:

- Supervise a team of Senior Service Desk Analysts & Service Desk Analyst and ensure that agreed targets (SLAs) are met and appropriate qualitative standards achieved
- Appraise staff against set Key Performance Indicators (KPIs).
- Oversee and ensure successful completion of projects assigned to staff.
- To develop and implement methodologies to improve problem resolution within the IT Department.
- Monitors and responds to all first level Service Desk Call escalation requests.
- Induct and regularly train staff to ensure that each member of the team is able to provide the best level of customer support consistently.

- Arrange and manage training of end users on the installed systems and applications to enhance their efficiency.
- Evaluate, implement, manage and provide best practice in computer security of server and desktops.
- Prepare and present IT budget to Head of IT
- Liaison with vendors and suppliers for all IT equipment
- Development, deployment and Reviewing of the IT Policy to ensure it is aligned to the overall strategic plan.
- Managing the IT section and proposing necessary training for users and technical staff to effectively meet the emerging challenges in the organization

SYSTEM ADMINISTRATOR, 2005-2008

Roles and Responsibilities

- Deployment, administration and managements of Active Directory on windows 2008 servers. Implemented Active Directory Forest at Headquarters and three child domains in the regional offices (TZ,UG)
- Deployment, administration and maintenance of Microsoft Exchange server. Upgraded to Exchange 2007 and deployment the same on all regional offices (TZ, and UG).
- Deployment, administration of Microsoft SharePoint for Company Intranet. Implemented Company Intranet for all regions.
- Administration of Centralized backup system. Currently using Arcserve backup application.
- Maintenance of Licenses, Hardware and Software inventory
- Administration of firewall server (ISA servers) and mail filtering content (MailMarshal).
- Administration of other servers such as Payroll, Access Control Security, Communication, and Library.

SENIOR SERVICE DESK ANALYST- 2000- 2004

Roles and responsibilities:

- Administration of the Help Desk/network management system including analysis of problem logs for timely corrective and preventive actions.
- Desktop operating systems support of Windows 2000 PF, XP, .
- Management of file and print services for all client constituents.
- Prepare documentation of all systems, configurations, and procedures.
- Deployment and management of centralised Anti-Virus software to all machines.
- Installation and configuration of new machines before distribution.
- To monitor and administer the performance Switches, CISCO Routers, DTUs and resolves any user problems.
- Provide first line technical support to users in a mixed desktop and server environment, Database support (Access & SQL), applications support, remote connectivity, and network troubleshooting.
- Deploy and manage LAN and WAN security including the firewall, Anti-virus software and information systems security components.
- Office Automation User training and support

COMPUTER OPERATOR, 1993-1999

Roles and Responsibilities

- Project management such as systems upgrade projects, new systems etc
- Provide specifications for new products and services
- Development of Information Security System policy
- Designing of Request for proposals and evaluation criteria for contractual IT services.
- Identification of training needs and implementation
- To resolve problems associated with Office2000/XP Applications e.g. Word, Excel, Access and PowerPoint.
- To schedule and ensure preventive maintenance for all Computer equipments.

GOVERNMENT COMPUTER SERVICES –Ministry of Finance

Computer Operator/Programmer, 1989-1992

Role and Responsibilities

- Keying in data, validations and printing the same
- Performing Computer Operations on Mainframe Computers, taking backups and restores.
- Analyzing systems, writing and amending programs in COBOL.

MAJOR PROJECTS / ACHIEVEMENTS

ERP-Navision Student management Module -2012

Implemented and enforced use of this module that saw the automation of major processes in the Institution including; admission process, Fee payment, and course management.

Smart Card system Project – 2012 -2014

Implement smart Card System for Students feeding program at the Cafeteria. Initially accommodation and food service was manual and this posed a lot of challenges. A successful implementation of this System ensure food control, reduction in loss of funds, and fast and efficient way of serving students.

Biometric System- 2015 to date

Upgraded the above Smart card System to a Biometric System which provides a means for uniquely recognizing students based upon fingerprints used to establish or verify personal identity of the students.

E-Mail and Security-2013

Designed and implemented an STMP-based mail server and standardized the Institution on Domino/Lotus including creating an e-mail domain and managing users.

Implemented Cyberoam Firewall to provide security to all the IT systems.

CCTV surveillance cameras-2019

CCTV cameras have been installed in the Institution to enhance security and this is going to help the Institute curb the numerous stealing that has been taking place in the Institute.

ITIL Service Desk (Project Leader)-2010

Successfully implemented BMC service desk currently in use in the Company. This solution makes the Service Desk the central point of contact between service providers and users/customers on a day-to-day basis with an objective to maximize service availability, restore service whenever possible, and provide business systems support. It allows logged calls to be tracked and resolved in a timely manner in a bid to serve the clients better.

Domain Consolidation (Project leader 2009

Previously the Company was running multiple domains and this solution was to consolidate all into one domain across the East African Region. It was a major project to deploy one single Domain with common Active Directory in all regions as well as one Exchange Organization. Microsoft Company quoted 15 Million for the job. I took it up and with a team of 5 members successfully delivered this project saving the Company over 15 million. All the branches in the three countries share the same Active Directory and Exchange and are all managed from a single point.

Exchange (2003-2007) Upgrade & Exchange Server Cluster Storage Upgrade (Project Leader, 2009)

Five Exchange servers in 5 branches were upgraded from Exchange 2003 to Exchange 2007. Hardware for the same was upgraded.

Disaster Recovery and Contingency Planning (Team member, 2008)

Project focused on the continuous development, updating and testing of NMG's disaster preparedness.

Centralized Backup (project Leader – 2006)

This solution was to consolidate backups for over 30 servers to be taken from a single point using HP StorageWorks Library and Arcserve Software. This Centralization ensured improved and fast restores and Disaster recovery.

ICT Security policy (Team member—2005)

This was a major project to develop and implement ICT Security according to BS7799 Standard. Successfully developed, implemented, trained users, and performs reviews yearly.

Total Print Management (Team Member, 2008)

This solution was to consider hardware, software, and practical printing services to determine how well these services are functioning and increase quality and profitability of the printing operation.

Intranet (Team Member)

Development and implementation of Company Intranet using Microsoft SharePoint.

Other Projects:

- DMS
- Enterprise Patch Management
- Centralised Call Management System)
- LAN & WAN Upgrade

COMPETENCIES

ERP Implementation and management
Biometric systems implementation and management
All Microsoft Products (Operating systems and Applications)
Project Management,
Information Systems Security of all ICT setup.
Management skills

MANAGEMENT AND LEADERSHIP TRAINING

- Kenya Institute of Management 1999 Management Skills Certificate
- School of Leader (Deliverance Church) 2008 Leadership Certificate

STRATEGIC PLANS DEVELOPED

- Nation Consumer Sacco
- Railway Training Institute
- Deliverance Church-Kasarani
- Kitondo Boys Sec. school.

SEMINARS AND WORKSHOPS

- Computer Society of Kenya – ICT Topics
- ICT Authority –ICT Standards
- Peer Education
- Arc serve Backup seminar

CONFERENCE PARTICIPATION

- **Microsoft tech-Ed Conference 2007 at Sun City (South Africa)**

STANDARDS/ISO TRAINING

- ISO 9001:2000
- ISO 9001:2008
- ISO 9001:2015

COMMITTEES

- Board Chairperson for Nation Staff canteen Sacco
- Board of Governors member of Kitondo Secondary School
- Board of Directors- Deliverance Church Kasarani
- Vice Chairlady of Benevolent Welfare at DC Kasarani
- Chairlady of Blessed Self helps Group
- Secretary of Kucell Self Help Group

AWARDS

Awarded Certificate of recognition of outstanding performance in Nation Media Group

REFEREES

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