



African Union

Interafrican Bureau for Animal Resources

PO Box 30786 00100 GPO Nairobi, Kenya

Tel +254 20 3674000

PROFESSIONAL STAFF INTERVIEWS

Monday

30th March, 2009

- Technical Lead Aris II



NO	NAME	TELEPHONE	EMAIL	TIME
1	Edward Moseka	254-722-207146	edmoseka@gmail.com	09.00 a.m-10.00 a.m.
2	Denis Gitonga	254-722-824515	dennis.gitonga@gmail.com	10.20 a.m. - 11.20 a.m.
3	Andrew Kimotho Wamatu	254-722-370479	akimotho@yahoo.com	11.40 a.m. - 12.40 p.m.
4	Mungai Martin Ndungu	254-720-252152	adeveloper@eml.cc	02.30 p.m. - 03.30 p.m.
5	Lenya Jeremiah E'Eringoh	254-722-393244	jimeringoh@yahoo.com	03.50 p.m. - 04.50 p.m.

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Edward Moseka
P.O. BOX 44018,
00100 NAIROBI,
Kenya
Email: ejn_moseka@yahoo.com

February 14th, 2009.

The DIRECTOR
African Union/Interafrican Bureau for Animal Resources,
P.O. Box 30786,
00100 NAIROBI,
Kenya

Dear Sir/Madam,

REF: APPLICATION FOR POSITION OF TECHNICAL LEAD ARIS II

I hereby apply for the position of **Technical Lead ARIS II** in your esteemed organization as advertised on your official website.

I have a Post-Graduate Diploma in Strategic Business Information Technology Advanced Diploma in Information Technology from the Informatics Global Campus. I have vast experience in working with the WWW and web applications.

I worked with ARIS I for several years during which time I was involved with its implementation and deployment. My visits to Ethiopia and Uganda and interactions with various users in Somalia, Tanzania, and other places, revealed weaknesses of ARIS I that I believe will be very useful in the development of ARIS II. I am passionate about the development of ARIS II and particularly the move towards a web application. I also possess all necessary skills and competencies required for the position. I therefore believe I am well qualified for the position.

I have attached a copy of my CV for your consideration

Yours faithfully,

EDWARD MOSEKA

1. Personal Data

- 1.1 Name: **Edward Moseka**
- 1.2 Corresponding Address: **P.O. Box 44018, 00100 Nairobi**
- 1.3 Permanent Address: **P.O. Box 44018, 00100 Nairobi**
- 1.4 E-mail Address: **edmoseka@gmail.com, ejn_moseka@yahoo.com**
- 1.5 Gender: **Male**
- 1.6 Nationality: **Kenyan**

2. Educational Qualifications

- 2007 – 2008** **University of Portsmouth (Ongoing)** ?
Master of Science, Strategic Business Information Technology
- 2006** **University of Portsmouth (purpletrain.com)**
Post Graduate Diploma in Strategic Business Information Technology
- 2003 - 2005** **School of Information Technology (Informatics)**
Diploma in Computer Studies – Distinction
Advanced Diploma in Computer Studies – Distinction

3. Summary of Professional Skills/Expertise

- 2006** **International Livestock Research Institute**
Training in Geographic Information Systems (GIS)
- 2002** **Akili Africa** ?
Course in Navision Accounting application

International Bible Students Association (IBSA)

1996 – 2000 Course and local exams on Network Administration NT 4 (Server & Workstation). Extensive training on hardware and software configuration and troubleshooting. Setting up star networks over STP and Fibre optic cable. Training on Office programs, basic programming in VB. Completed course covering TCP/IP, Networking Essentials, Windows NT for MSCE, and MS Exchange.

1994 – 1995 Course on using specialized translation software (Multilanguage Electronic Phototypesetting System Translation Tools). In-house training on network administration for peer-to-peer networks and how to train others on Windows 95. Course on Windows 95 and networking.

3+1+2
6
e+3+

1990 – 1993 In-house training PC-Write, Infostar, Wordstar, troubleshooting hardware problems on IBM PCs (286 etc). Extensive training on Multilanguage Electronic Phototypesetting System (MEPS). Introduction to Windows 3.x systems. Crash course on peer-to-peer networking, maintaining printers, facsimile machines, and other electronic equipment.

1986 - 1987 University of Nairobi
Faculty of Medicine (MBChB) – Did not complete second year

4. Summary of Relevant Work Experience

2007 to date Strategic Business Advisor - ICT

I have been working with Solai Associates, NAT Communications and SLC Technologies in developing ICT solutions to build client base and expand business prospects in the region. This involves supervising and working together with a team of programmers in, among other things, developing and deploying web-based applications and interactive SMS technology over GSM networks via SMS gateways (with XML and XSLT interfacing using oXygen)

2006 – 2007 AU/IBAR PACE – Webmaster and Ag. Head of Information & Communications Unit [Nairobi]

Joined PACE programme in February 2006 as Webmaster to develop a website for IBAR. During this period (up to May 2006 and then from November 2006), I was appointed to act as Head of Unit.

- Primarily responsible for the technical implementation and support of all Internet-based hardware and software products
- Participated greatly in the process of redesigning the www.au-ibar.org website as well as carrying out system requirements for the implementation of an Intranet/Extranet. The official IBAR website was finally launched in November 2006 even though still incomplete, but functional. Unfortunately, my contract ended February 2007 before all information could be gathered for the site. It was envisioned that this would eventually be developed in an extranet solution for IBAR.
- Took over the production of *insider* newsletter. This involved collecting information for publication, actual writing of articles, editing of contributed material for publication, proofreading and layout checking of final newsletter, and follow through to distribution.
- As acting head of Information & Communications Unit, supervised all activities of the unit which included: Normal day-to-day troubleshooting and user support, publication of material for distribution, data entry for the Animal Resources Information System (ARIS), LAN administration, telephone system maintenance, proposals & recommendations for ICT developments and upgrades, etc.
- The Animal Resources Information System (ARIS), is an Oracle-based animal health and production information tool designed for Africa. I was responsible for installing, configuring, and training veterinary and data entry personnel on its use. In July 2006 I trained 11 staff in Uganda as well as participated in several ARIS training workshops reaching close to 100 users.
- Gave GIS support to PACE/SERECU programme for mapping of disease prevalence in wildlife and livestock

2002 – 2005 AU/IBAR CAPE Unit – LAN & Systems Administrator [Nairobi]

- Responsible for CAPE Unit's Local Area Network, and all computer and telecommunication systems, supporting 22 users in CAPE Unit and 31 in AU-IBAR
- Technical support to AU-IBAR and its projects when called upon to do so
- Participating in development of policies and procedures in relation to ICTs within IBAR
- Developed a website for IBAR in 2004 (Was never launched)
- Developed a website for PLP. Launched June 2005. www.plp-au-ibar.org.
- Headed Navision training team which successfully implemented Navision in two (2) projects.
- In the absence of PACE LAN Administrator, perform backups of IBAR servers, troubleshooting hardware and software issues pertaining to the LAN
- Developed, supervised the implementation of a secure network, including network layout costs, needs assessment, security and surveillance requirements, conference facilities and equipment, and other ICT-related works at AU-IBAR's new premises

ICT Duties and Responsibilities

- Systems Administrator. Troubleshoot any software or hardware problems on all Unit computers, printers, copiers, faxes, and any other electronic equipment and provide workable solutions
- Maintain the Unit server, PABX, and manage resources. Ensure smooth running of network, and systems, connecting both Nairobi Unit offices across DSL modems
- Develop an ICT solution for internal communication within the Unit. Develop a system to ensure proper coordination and communication between the two Unit offices in Nairobi, and field offices in Wajir, Lodwar, Moroto (Uganda), Baidoa (Somalia), Addis Ababa (Ethiopia). VHF Radio, telephone, facsimile, email. Currently looking at Satellite phones for South Sudan.
- Develop databases for contacts, inventory, project proposal and vehicle registration, renewal and insurances, for use by Unit administration and accounts staff
- Assist technical staff in the unit to incorporate maps in reports using the GIS system
- Provide technical advice on ICT systems
- Procure all computer, telecommunication, and electronic equipment, closely adhering to budget and donor regulations

2001 – 2002 AU/IBAR CAPE Unit – Logistician Secretary [Nairobi]

- Procurement of supplies and equipment – obtaining quotes, tendering, visiting suppliers, comparative tables
- Develop radio operation guidelines and protocols
- Check vehicle log books and ensure proper recordings and updating

- Facilitate service and repair of unit vehicles to ensure they are roadworthy by liaising with the relevant drivers and the approved garage
- Purchasing supplies from the Web and following up on delivery
- Preparation of documentation (duty free or other), follow up with relevant Ministries and facilitate clearance of offshore goods with identified clearing agent
- Delivery of supplies to field offices and keeping record of distribution supplies and usage
- In liaison with accounts assistant, update inventory by verifying assets in Nairobi and in the field offices
- Update and organize CAPE filing system (manual & electronic)
- Created workforms and subject lists of CAPE documents. Database done in ProCite
- Organizing conferences and workshops – venue, transport, accommodation, dispatching of reports and minutes to participants, etc.
- Support staff by performing secretarial duties – Typing of drafts, routine correspondence, telephone calls, appointments, etc.

2000 – 2001 PumpSets (EA) Ltd. – ICT Consultant, Sales and Marketing Manager [Nairobi]

Supervising 6 personnel

- Establish a client database and carry out market research for various products
- Analyze sales potentials and recommend marketing approaches, offer ICT solutions in achieving objectives
- Created data files in MAC OS using Appleworks software
- Responsible for the maintenance of all electronic equipment owned by the company – Computers printers, faxes, telephones, PABX (Hardware and Software)
- Supervision and follow up all installations, service, and maintenance of equipment sold to clients
- Prepare import documentation for equipment and spare parts. Clear and forward imports through agents
- Successfully 56 pumps and generators to various International and Local NGOs

1996 – 2000 IBSA – Head of Translation Department, Acting Head of Computer Department [Nairobi]

Supervising 59, including 4 Heads of Department, in 5 teams located in Kenya, Burundi, Uganda, Rwanda, and Sudan

ICT Duties and Responsibilities

- Oversight of all ICT operations within Translation Departments in Kenya, Burundi, Uganda, Rwanda, Sudan
- Oversight of all ICT operations within IBSA headquarters in Nairobi

- Supervision of Systems Administrators and other personnel within Computer Department
- Training of Trainers in specialized translation software in Kenya, Burundi, Uganda, Rwanda, Sudan
- Installation of software on computers and configuration of translation packages. Carry out regular updates as necessary, and following up on the same for countries outside Kenya
- Organize audio recording of dramas in various languages including reviewing procedures and giving technical advice for improved quality
- Actual recording and editing of voice recordings and transfer to DAT tape, using various multimedia applications (Mainly on MAC OS)
- Review and approve ICT recommendations received from Systems Administrator and assisting Heads of Department in various countries
- Administration of Windows NT 3.51 and 4.00 network (over 80 users and 70 computers) in the absence of Head of Computer Dept.
- Management of server room (3 servers, NEC PABX system – Over 100 lines)
- Monitoring electronic Security systems (CCTV, etc., excluding alarms)

Other Duties and Responsibilities

- Oversight of regional Translation offices covering Kenya, Uganda, Burundi, Rwanda, and Sudan. Also caring for needs of Tanzania, Congo, and parts of Zambia
- Review human resource needs from time to time, against workload and output. Recommend recruitment as necessary, shortlist applicants
- Manage human resources in Kenya, Burundi, Uganda, Rwanda, and Sudan, through appraisals
- Constantly review and formulate methods of identifying good translators for recruitment
- Organize and supervise training of new translators in Kenya Uganda, Burundi, Rwanda and Sudan
- Maintain personnel information, project status', literature information, on specialized Admin and BO software
- Resolve sensitive personnel-related issues to ensure high morale and good working environment
- Maintain project schedules and ensure that deadlines are met
- Correspondence with personnel, offices outside country, etc. – own typing
- Maintain close contact with offices within and outside Kenya via email, telephone, fax, etc.
- Undertake training of personnel through seminars and presentations

1993 – 1996 IBSA – Assistant Head of Translation Department, Systems Administrator [Nairobi]

Supervising 10, supporting over 90 users

ICT Duties and Responsibilities

- Configuring PCs used by translators. Installing specialized software, troubleshoot hardware and software problems and others related to connectivity to server
- Touch-typing training of all Translation Department personnel
- Created and maintained an efficient electronic and hard copy filing system
- Downloading and uploading all email for IBSA
- Set up and maintain security of systems
- Maintaining, troubleshooting and updating specialized Accounting package used in Shipping and Accounts departments
- Analysis of current systems with a view to automating processes
- Design programs/applications to automate repeated processes, test, commission
- Carry out backups of all data on server and standalone computers. Monitor logs and carry out periodic restores to verify integrity of data
- Monitor use and capacity of all network resources and devices

Other Duties and Responsibilities

- Type letters/memos as requested by Head of Department, to individuals, US Headquarters, and various Branch Offices throughout the world
- Coordinate visits to other countries by Head of Department
- Create schedules, set workflow, and monitor productivity/output of all in the department to ensure printing deadlines
- Arrange for purchase of publications and supplies required by department
- Supervise preparation of material (talk outlines, letters, etc.) for use at seminars, including translation
- Recommend and implement methods to improve efficiency and quality of personnel through visits to libraries, book fairs, seminars for team of translators

1990 – 1993 IBSA – Assistant Head of Shipping Department [Nairobi]

- Basic accounts involving invoicing, credit notes, stock inventories using PC-Write, Infostar
- Keeping inventory records up to date
- Organizing distribution of literature to different parts of country and recommending best means of transportation etc

- Supervising stock taking and management
- Supervise stock taking of literature and other equipment

1987 – 1989 IBSA Embassy of Japan – Administrative Clerk and Assistant Visa Clerk [Nairobi]

- Prepare import documents (ProIB, C.15, etc.) and organize lodging of documents at Customs etc.
- Application for tax refunds and follow up of same
- Prepare diplomatic bag/pouch for dispatch as well as actual clearance at airport
- Review visa qualifications and issue before final approval by Consul

1985 Chhanis Pharmacy [Nairobi]

Attachment after high school prior to University of Nairobi intake. (Faculty of Medicine, Department of Pharmacy)

6. AU Languages

Fluency in English and Swahili, both written and spoken. Proficient in translation (English/Swahili)
Studying French

7. Other Relevant & Supporting Information

Excellent organizational and administrative skills

Ability to work under pressure and successfully meet deadlines

Ability to assimilate information on diverse topics

Ability to work as a team with other administrative assistants, senior and junior staff members

Computer literate – PC-Write, MS-DOS, OS2, Windows 3.1, 95, 98, NT, 2000, XP, Microsoft Excel, Access, Powerpoint, Outlook, Frontpage, Publisher, MAC OS, Appleworks, Claris, Internet & email communication (Netscape, CompuServe, AOL, IExplorer, Eudora), ArcView GIS, Quickbooks, Navision, Dreamweaver, Fireworks, and more

8. Hobbies

Repairing computers, reading, playing chess

9. Referees

- | | | | | | |
|----|--|----|--|----|---|
| 1. | Dr. Mtula Otieno
Livestock Policy Advisor
FAO-IGAD Livestock
Policy Initiative
Tel: 251-11 617 2000
0726-659999 | 2. | Mr. Roger Shako
Shako & Co. Advocates
P.O. Box 74308
00100 Nairobi
Tel: 254-2-219053 | 3. | Mr. Kasii Nzioka
IBSA, Head of Dept.
P.O. Box 47788
00100 Nairobi
Tel: 254-2-573214 |
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Dennis Gitonga

G S M : + 2 5 4 (7 2 2) 8 2 4 5 1 5

E - M A I L : d e n n i s . g i t o n g a @ g m a i l . c o m

Permanent Address

P.O BOX 73742

00200, Nairobi

KENYA

Friday, 13th February 2009

The Director

African Union's Interafrican Bureau for Animal Resources (AU/IBAR)

P.O. Box 30786

00100, Nairobi

KENYA

Tel: +254 (20) 367 4000

Fax: +254 (20) 367 4341

E-mail: applications@au-ibar.org

Dear Director:

RE: TECHNICAL LEAD ARIS II

If your organization could benefit from the addition of an eminently qualified Technical Lead, we should meet to discuss my credentials.

As a web developer for the last four years, I've had the opportunity to work on a number of complex and challenging projects. Over this time, I've developed a comprehensive, technical skill set in delivering solutions with a "roll-up the sleeves" attitude. My technical capabilities are complimented with my proven ability and resourcefulness of incident management for both desktop- and Internet-based applications. In addition, I have a wealth of experience in planning and organization, excellent follow-through, work equally well exclusively or in a team setting, and am extremely affable.

My qualifications include an Executive Master of Science degree in Organizational Development and, my background consists of over five years of development, deployment and management of effective, technical open source solutions to deliver organizational success.

I look forward to hearing from you about my suitability for this position, and would welcome the opportunity to further demonstrate how I can contribute to AU/IBAR's continued success. Thank you for considering me as a top candidate.

Sincerely,



DENNIS GITONGA

Enclosure: Résumé, References

Dennis Gitonga

P.O BOX 73742 Nairobi, 00200, KENYA

Phone: +254 (722) 824 515

E-mail: dennis.gitonga@gmail.com

Software Engineer / Technical Project Leader

VISION – EXECUTION – LEADERSHIP – RESULTS

- Accomplished and innovative information systems professional with extensive, cross-functional experience in areas of business systems analysis, database and web applications design, and technical support.
- Broad knowledge and experience in matching appropriate technologies, designs, and system development techniques with organization needs, capabilities and resources.
- Eager to perform work to maximize customer satisfaction and keen ability to develop new capabilities from existing technologies.
- Effective team participant/leader with exceptional communication and interpersonal skills, and adept at communicating technical concepts and gaining support for new ideas.

Technical Profile:

Programming Languages/Standards: HTML, CSS, JavaScript, VBScript, XML, XHTML, ASP, JSP, Turbo Pascal, Visual Basic .NET, PHP, SQL.

Operating Systems: Microsoft Windows Vista/XP/2000/NT/98/95 workstations, Microsoft Windows Server 2003/2000/NT, MAC OS to OS X Leopard.

Networking: Directory services, administration and configuration of WAN/LAN protocols, TCP/IP, NetBIOS, DHCP, WINS, FTP, SMTP configuration, Virtual Private Networks (VPNs).

Development Environments, Frameworks, and Methodologies: Borland Delphi (2006/2005/7), Microsoft Visual Studio (2005/2003), Microsoft .NET, open source web Content Management Systems (CMS) such as Joomla, Typo3, Drupal.

Databases, CRM Tools, and Protocols: Microsoft Access, ODBC, ADO, ADO.NET, Microsoft SQL Server (2005/2000/7), MySQL, PostgreSQL, Crystal Reports, SQL Reporting Services, OLAP, Pentaho Business Intelligence Suite.

Experience:

INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE (ILRI), Kenya

March 2004 – Present

Web Developer

- Brought on board to strengthen base of a communication strategy, through a comprehensive web site, for Biosciences eastern and central Africa (BeCA), an initiative endorsed by the New Partnership for Africa's Development (NEPAD) to support eastern and central African countries develop and apply bioscience

research and expertise. Drove this web site project from vision on paper through project leadership, creating an attractive, informative, and easily navigable web site. This project was completed on budget since I adopted an open source approach. URL: <http://hub.africabiosciences.org>

- Was the brainchild of an ICT liaison initiative, which marshals a cohesive team of ICT savvy end-users to mitigate as well as shorten the response time to ICT problems/issues across both ILRI and ICRAF campuses. This is done by providing incident management (i.e. troubleshooting, researching, diagnosing, documenting and resolution) for desktop/workgroup-related ICT problems in a 400-user environment. To date, consistently provide first-level support to automation users experiencing ICT problems, to reduce their dependency on ICT human resources.
- Invited to head a special project for one of ILRI's key collaborators, African Union – Interafrican Bureau for Animal Resources (AU-IBAR); deployed the web site ahead of schedule and under budget. Leveraged the successes of this project to develop a web site as a communication portal for the John Vercoe Conference. URL: <http://www.ilri.org/johnvercoconference>
- As a technical consultant to a novel analysis and knowledge management initiative called *Strategic Analysis and Knowledge Support System (SAKSS)*, I effectively contributed my technical expertise in designing and implementing a "poverty targeting tool" which compared and combined visual information to give new insights and deepen understanding about poverty. As a result, end-user knowledge gaps were filled with the help of disaggregated poverty maps, and such end-users were oriented to plan and target sectoral investments more intelligently as well as monitor development of rural agriculture-based strategies through the SAKSS CD.
- Conceptualized, designed and implemented a web content manager for the news section on ILRI's web site. This project marked the turning point of ILRI's online presence; it achieved a phenomenal 86% reduction in turnaround time of dynamic content, and this was equally evidenced by the unprecedented growth in monthly web site traffic from 50,000 to over 1 million in 4 years.

INTERNATIONAL CONFERENCE ON AIDS AND STIs IN AFRICA, Kenya June – Dec. 2003

Consultant Systems and Database Developer

- Team lead and data architect for the development of a proprietary management information system, which was a Windows application for data entry and maintenance of conference-related information such as registrations and accommodation. The system was implemented with Delphi 7, SQL Server 2000 and Crystal Reports. Responsible for gathering and documenting business requirements, construction of logical and physical data models, built entity relationship diagrams, led object-oriented design and coding, and instituted algorithms that performed data validation using business rules stored on the SQL database. Managed the project from concept to implementation in less than six months.

EARLY CAREER

Apprentice Systems Developer, POWERBASE (K) LIMITED, 2000 – 2002 (Demonstrated superior multitasking skills by simultaneously managing full-time studies & work, and contract extended twice due to exceptional performance)

Education:

United States International University / School of Business, Kenya **August 2008**

Executive Master of Science in Organizational Development (EMOD); GPA 3.4/4.0

Jomo Kenyatta University of Agriculture and Technology, Kenya **March 2003**

Bachelor of Science in Mathematics and Computer Science, Upper Second Class Honors; graduated top 5% of class.

Strathmore University (formerly Strathmore College), Kenya **August 1999**

Diploma in the Management of Information Systems from the Institute for the Management of Information Systems (I.M.I.S.); awarded a **gold medal** for excellence in the programming project module.

Value-Added Capabilities:

Professional Affiliations: Licentiate member, Institute for the Management of Information Systems (I.M.I.S.).

Personal Interests: Development through computer-related and self-improvement literature. Extreme sports enthusiast. Avid traveler.

Dennis Gitonga

P.O BOX 73742 Nairobi, 00200, KENYA

Phone: +254 (722) 824 515

E-mail: dennis.gitonga@gmail.com

Professional References:

Gabrielle Persley, PhD

Senior Advisor to the Director General
International Livestock Research Institute (ILRI)
P.O Box 30709
00100, Nairobi
KENYA
E-mail: g.persley@cgiar.org
Tel.: +254 (20) 422 3000

Yemi Akinbamijo, PhD

Chief Animal Resource Officer
African Union – Interafrican Bureau for Animal Resources (AU-IBAR)
P.O Box 30786
00100, Nairobi
KENYA
E-mail: yemi.akinbamijo@au-ibar.org
Tel.: +254 (20) 367 4218 / +254 (733) 145 343

Francis Njogu

Chief Executive Officer
Gulf Energy Limited
P.O Box 61872
00200, Nairobi
KENYA
E-mail: njogu@gulfenergy.co.ke
Tel.: +254 (20) 272 5334, 5 / +254 (722) 284 302

I am a Kenyan lady aged 24 years. I sat for KCSE in the year 2001 and attained grade C+ (plus). I thereafter enrolled with KCA University where I did and passed KATC final level, and then proceeded with CPA up to part three, section six (CPA K). I have also done computer packages. Currently I am in Gawai Investments Limited where I've been

REFERENCES

Mrs. Lucy Mundia

Director

Kandia FPS Ltd,

P. O. Box 42806, 00100

Nairobi

TEL: (254) (02) 821356/7, 0722 350552

E-mail: lucy@kandia.co.ke

Mr. Kishore Shamji

Managing Director

SYNERGY SYSTEMS LTD

P. O. Box 74675

Nairobi

TEL: (254) (02) 3752025

MOBILE: 0722 835222

E-mail: kishore@sysnergysystems.co.ke

Mr. Murithi Magiri,

IT Administrator,

Kenya Wildlife Service Training Institute

P. O. Box 22675, 00400

Nairobi

TEL: 0722 424155

E-mail: mmagiri@yahoo.co.uk

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ANDREW KIMOTHO WAMATU,
P.O. Box 1784, 00200 GPO
Nairobi
Tel: 0722 370 479
E-mail: akimotho@yahoo.com

Monday, February 16, 2009

Dear Sir / Madam,

RE: Technical Lead ARIS II

I was very interested to learn of the vacant post for a Technical Lead for the ARIS II program. I am interested in this opportunity, and I think my background and your requirements may be a good match.

Of particular note for you and the members of your team as you consider this placement is my strong accomplishments in IT support.

My work experience has helped me acquire a wide knowledge on Server solutions, Local Area Network implementations and Network Administration tasks.

With my experience as a site engineer, I have interacted with different people in various organizations and thus I have a good understanding of the Information Technology needs of diverse organizations.

I believe I possess the necessary analytical and organizational skills required to succeed in a dynamic and demanding environment. I am motivated to succeed because I have the necessary discipline and understand the principles of hard work and the value of team effort.

I would be happy to have a preliminary discussion with you or members of your committee to see if we can establish a mutual interest.

Thank you for your attention to these materials. I certainly look forward to exploring this further.

Yours truly,

Andrew Kimotho

ANDREW KIMOTHO WAMATU

P.O.BOX 1784, 00200
NAIROBI
TEL: 0722-370479

PERSONAL INFORMATION

AGE	32 YEARS
MARITAL STATUS	MARRIED

SKILLS SUMMARY

More than 6 years of experience in Information Technology including identification, resolution, escalation, referral and follow up with PC, network and application issues.

Strong background in Server solutions and LAN/WAN implementations and Network Administration.

Experience in security Policy configurations, Disaster recovery planning, Firewall solutions and anti-virus and spy ware solutions.

Good written and oral skills

EXPERIENCE

FLYTECH LTD

Jun 2008 – Dec 2008

Call Center Manager

- Setting and meeting performance targets for speed, efficiency, sales and quality.
- Managing the daily running of the call centre. Liaising with supervisors, team leaders, operatives and third parties to gather information and resolve issues.
- Maintaining an up-to-date knowledge of industry developments and involvement in or membership of networks.
- Monitoring random calls to improve quality minimize errors and track operative performance. Planning and developing staff recruitment, including wording vacancy advertisements and liaising with HR staff.
- Reviewing the performance of staff, identifying staff training needs and planning training sessions. Recording statistics, user rates and the performance levels of the centre, and preparing reports.
- Organizing staffing, including shift patterns and the number of staff required to meet demand.
- Coaching, motivating and retaining staff and co-coordinating bonus, reward and incentive schemes.
- Forecasting and analyzing data against budget figures on a weekly and/or monthly basis.
- Developing, implementing and reviewing core responsibilities and tasks. Analyzing performance statistics and making decisions on the basis of these statistics.

Consultant

- Providing first level technical troubleshooting including identification, resolution, escalation, referral and follow up with PC, Network and application issues to a broad range of clients
- Liaising with various suppliers and contractors on behalf of the clients and following up to see that they fulfill their obligations.
- Providing sound advice and practical solutions in Server solutions, LAN implementations and Antivirus solutions that are within the clients budget
- Maintaining Computer hardware and software for clients on contractual basis
- Providing Software installation/maintenance services for systems such as Windows 2000/2003 Server, Exchange/MDaemon, MS Windows Client platforms, Anti-virus solutions and Firewall solutions.
- Implementing advising on data backup solutions

PC WORLD LTD, KENYA

Dec 2001- Aug 2005

Systems Engineer

- Managing Onsite support and Preventive maintenance schedules for PC World clients
- Implementing Windows 2000/2003 Server solutions for Small Business
- Implementing Ethernet and Wireless Local Area Networks
- Implementing E-mail solutions with Microsoft Exchange 2000/2003
- Offered a wide range of installation, configuration and troubleshooting services for these operating systems: Windows 2003 Server, Windows XP, 2000, ME, NT 4.0,98,95.
- Implemented and maintained data redundancy systems and anti-virus systems for PC World's clients
- Security Policy implementations
- Performed and trained clients on Network Administration tasks
- Performed Hardware troubleshooting for Laptops, printers, UPS and other Computer accessories

KECHAN COMPANY LTD, KENYA

Apr 2001- Dec 2001

Systems Administrator

- Implemented and maintained an Ethernet network of thirty computers and one Windows NT server, Cisco router and 64kbps leased line serving as a Cybercafé
- Monitored bandwidth usage on the network to ensure maximum network throughput of the Cybercafé
- Performed a recovery from blended threat virus attacks avoiding data loss and downtime
- Trained junior staff in Customer support and limited troubleshooting — speeding profitability.

Technician

- Offered technical troubleshooting including identification, resolution, escalation, referral and follow up with PC, network and application issues
- Performed Preventive maintenance on PCs, Printers and UPS systems
- Performed structured network cabling
- Performed a recovery from blended threat virus attacks avoiding data loss and downtime
- Trained junior staff in Customer support and limited troubleshooting — speeding profitability.

SYSTEMS PROFICIENCY

Hardware

NEC TM600 Express Servers, Compaq ML3570/350 Servers, Dell PowerEdge Server Series, Toshiba laptops and a wide range of desktops

Networking: TCP/IP, Novel, IPX/SPX, Ethernet, VPN, Wireless Networking, WEP, WPA-TKIP security

Software

Windows 2003 Server, Windows 2000 Server, Windows XP and Microsoft Office Suite, LAN Manager, Norton Firewall and Ghost, McAfee/Norton Virus Corporate Edition Protection Utilities, MDAemon Mail Server

EDUCATION

B.Sc. PHYSICS

Calicut University, Kerala, India

1999

MCSE

Tata InfoTech Online, Indore, India

2000

- Microsoft Certified Professional (MCP) – Windows 2000 Server
- Microsoft Certified Systems Engineer (MCSE) – Windows NT 4.0 Server
- Microsoft Certified Professional + Internet (MCP + I) – Windows NT 4.0 Server
- Microsoft Certified Professional (MCP) – Windows NT 4.0 Server
- Certificate in Internet and Intranet Infrastructure
-

Managing Management Time

Time Manager Africa, Nairobi

2001

4

P. O. Box 54221
Nairobi 00200,
KENYA

Monday, February 16, 2009

The Director
African Union Inter-African Bureau for Animal Resources (AU/IBAR),
Email: applications@au-ibar.org

Dear Sir/Madam,

RE: Application for the Position: Technical Lead ARIS II

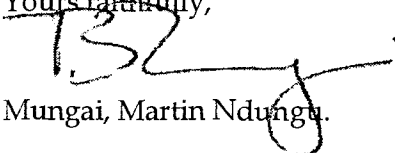
Having seen your vacancy for a Technical Lead ARIS II as advertised on the website kenyanjobs.blogspot.com, I wish to apply for the position.

I have four years of experience in computing working as a systems engineer, software developer and IT consultant. I am currently employed at Kuehne + Nagel Nairobi where I assist in the management of the IT department.

I have a proven track record of working effectively in a busy environment, formulating and implementing IT strategy, development and implementation of custom software, and being flexible enough to address problems as they come up while maintaining my workload. I am a quick learner with strong leadership, inter-personal and teamwork skills together with the ability to plan, prioritise and manage complex projects under adverse timelines.

I would appreciate an opportunity to interview for the position where I could discuss my qualifications in more detail. I have appended my curriculum vitae, which details my specific accomplishments. Thank you for your time and consideration and I hope to hear from you soon.

Yours faithfully,



Mungai, Martin Ndungu.

SUGGESTED INTERVIEW QUESTIONS FOR TECHNICAL LEAD WITH MODEL ANSWERS

10 DATABASE DESIGN

- Define candidate key, alternate key, and composite key. 3

Suggested response

6 A candidate key is one that can identify each row of a table uniquely. Generally a candidate key becomes the primary key of the table. If the table has more than one candidate key, one of them will become the primary key, and the rest are called alternate keys. A key formed by combining at least two or more columns is called composite key.

- What is de-normalization and when would you go for it? 2

1.5 Suggested response

As the name indicates, de-normalization is the reverse process of normalization. It's the controlled introduction of redundancy in to the database design. It helps improve the query performance as the number of joins could be reduced.

- Explain how you would resolve many to many relationships 2

Suggested response

Create a junction Entity with composite primary key of the entities in the many to many relationships

- What is a web database and how would you implement one? 3

Suggested response

1.5 Web database allows users to access data via the web. To implement one you will need a web server/application server to host the data access logic, a database server to host the database. Then users can access the data by use of the browser via the network or internet

20 DATABASE ADMINISTRATION AND SECURITY

- What is a deadlock? How will you go about resolving deadlocks? 3

Suggested response

2 Deadlock is a situation when two processes, each having a lock on one piece of data, attempt to acquire a lock on the other's piece. Each process would wait indefinitely for the other to release the lock, unless one of the user processes is terminated. SQL Server detects deadlocks and terminates one user's process.

- Outline the procedure for creating a backup in any of the popular database servers

The Suggested response

22
The answer will depend on the individual server. However the candidate must demonstrate that he/she knows database back up procedure

- What are the typical use of Transaction Log and database dump

3

Suggested response

Transactions logs keep before and after images of data being modified by transactions. They are used together with database dump to restore the database to a consistent state in the event of a system failure

- What are triggers? Why are triggers important?

4

Suggested response

Triggers are special kind of stored procedures that get executed automatically when an INSERT, UPDATE or DELETE operation takes place on a table.

Triggers are generally used to implement business rules, auditing. Triggers can also be used to extend the referential integrity checks, but wherever possible, use constraints for this purpose, instead of triggers, as constraints are much faster.

- What are the steps you will take to improve performance of a poor performing query?

4

Suggested response

- Do indexing
- Perform clustering
- Modify poorly written queries
- Do de normalization

Use SQL statement to demonstrate how to apply GRANT/REVOKE database commands

3

Suggested response

Syntax: grant privileges on object to user;

Example: grant all on suppliers to smithj;

Syntax: revoke privileges on object from user;

Example: revoke delete on suppliers from anderson

20

DATABASE PROGRAMMING

Consider the set of related tables

Customer (CUSTOMER_ID, NAME, TOWN)

Invoice (INVOICE_NO, CUSTOMER_ID, DATE, AMOUNT)

- Write SQL statements

a. to create the Invoice Table

```
CREATE TABLE INVOICE(INVOICE_NO NUMBER PRIMARY KEY,  
CUSTOMER_ID NUMBER REFERENCES CUSTOMER(CUSTOMER_ID),DATE  
DATETIME NOT NULL, AMOUNT NUMBER NOT NULL))
```

b. Insert a record into the customer table

```
INSERT INTO CUSTOMER VALUES ('100','JOE BLOGS','NAIROBI')
```

c. Create a view joining the two tables

```
CREATE VIEW CUSOMER_INVOICE AS (SELECT CUSOMER_ID, NAME,  
TOWN, AMOUNT, DATE, AMOUNT FROM CUSOMER, INVOICE WHERE  
STOMER.CUSOTMER_ID=INVOICE.CUSTOMER_ID)
```

DATA WARE HOUSING AND DATA MINING

- Explain what you understand by OLAP

Suggested response

- Online analytical processing, or OLAP (IPA: /ˌoʊləp/), is an approach to quickly answer multi-dimensional analytical queries.[1] OLAP is part of the broader category of business intelligence, which also encompasses relational reporting and data mining.[2] The typical applications of OLAP are in business reporting for sales, marketing, management reporting, business process management (BPM), budgeting and forecasting, financial reporting and similar areas. The term OLAP was created as a slight modification of the traditional database term OLTP (Online Transaction Processing).[3]*

- You are to build a livestock research data ware house. Mention three key features you may want to include in the warehouse

Suggested response

This is an open question, whatever the response candidate must demonstrate an understanding of data ware house design and implementation

- What are some of the data mining tools you would recommend to an organization and why?

Suggested response

The candidate should demonstrate the understanding of available business intelligence tools such as Oracle Business intelligence tools and Microsoft business intelligence tools

Danni's

INTERVIEWS SCORE SHEET

POSITION NAME: TECHNICAL LEAD ARIS II

NAME OF CANDIDATE: _____

S. NO	CRITERIA	MAXIMUM MARKS	SCORE
1.	RELEVANT EDUCATION QUALIFICATION		
	<ul style="list-style-type: none"> ▪ Information technology/computer science degree of at least bachelor level or equivalent is preferred, but not mandatory 	Verify	
2.	Additional Qualifications	5	
3.	Communication Skills:	10	
	i) Conciseness		
	ii) Strategic presentation and conceptualization		
	iii) Self composure and confidence		
		Sub -Total - 15	
4.	Additional Language:	5	
	a. French		
	b. Arabic		
	c. Portuguese		
		Sub-Total - 5	
5.	Knowledge of AUC/IBAR	5	
6.	Managerial Competences and Skills	10	
7.	Leadership style/Team Building	5	
		Sub- Total - 20	
8.	TECHNICAL SKILLS AND COMPETENCES		
	a) Question a See attached	10	
	b) Question b See attached	20	
	c) Question c See attached	20	
	d) Question d See attached	10	
		Sub-Total - 60	
	TOTAL	100	

GENERAL COMMENTS:

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Name of Panelist:

Signature:

INTERVIEWS SCORE SHEET

POSITION NAME: TECHNICAL LEAD ARIS II

NAME OF CANDIDATE: _____

S. NO	CRITERIA	MAXIMUM MARKS	SCORE
1.	RELEVANT EDUCATION QUALIFICATION		
	<ul style="list-style-type: none"> ▪ Information technology/computer science degree of at least bachelor level or equivalent is preferred, but not mandatory 	Verify	
2.	Additional Qualifications	5	
3.	Communication Skills:	10	
	i) Conciseness		
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	c) Question c See attached	20	
	d) Question d See attached	10	
		Sub-Total - 60	
	TOTAL	100	

GENERAL COMMENTS:

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.....

Name of Panelist:

Signature:

CURRICULUM VITAE

PROFILE

Name: Mungai, Martin Ndungu
Postal Address: P. O. Box 54221, Nairobi 00200, Kenya
Telephone Contacts: [Cell] +254 720 252152;
[Work] +254 20 827 411 / 6600 000
Email Address: adeveloper@eml.cc
Age: 28 years
Gender: Male
Status: Single
Nationality: Kenyan
Languages: English & Kiswahili [*fluent spoken & written*], French [*basic spoken & written*]
Summary: Quality-focused IT professional with CCNA certification and 4 years of experience as a programmer, systems technician and software/hardware support specialist. Proven ability to create and deliver solutions that meet corporate objectives tied to business and technology performance. Comfortable operating in a wide range of platforms and environments. Effective communicator; able to explain complex processes in easy-to-understand terms for end users. Skilled in proactive identification and resolution of critical systems/network issues. Energetic self-starter with excellent analytical, organizational and creative skills.

CAREER EXPERIENCE

- Jan. 2007–Currently: IT Assistant
Employer: Kuehne + Nagel Ltd.
Description: Duties include: Systems, Database & Network Administration and provision of technical IT configuration, maintenance & support. This also includes helpdesk management, IT policy development and implementation, hardware and supplies purchase & user training.
- June 2005–Dec. 2007: Assistant IT Officer
Employer: Swissport Kenya
Description: Contract. Duties included: Provision of technical IT helpdesk support to users. This included hardware installation and repair, software installation and troubleshooting, network support configuration and administration; Windows Server, Linux, MS-Exchange & SQL Server administration, SAP Business One administration and support, VSAT & Canopy radio-link support, PABX support and configuration and end user training.
- Feb. 2004–May. 2005: Programmer | Web-Application Developer | IT Consultant
Employer: TRIDEV Solutionis
Description: Duties included: Systems design, programming and application development. Provision of technical IT support service on request to various individuals and companies when such service is required e.g. network planning and setup, hardware repair/software installation and maintenance, hardware/software purchase consultancy etc.
- Dec. 2002–Jan. 2004: IT Technician | Application Developer
Employer: City Council of Nairobi [*Audit & Social Services & Housing departments respectively*]
Description: Part-time employment. Provided technical IT support (for computers and printers) and developed a few in-house applications that eased operations (specifically data-entry, audit and storage) especially within the Audit department.
- Oct. 2000–Jan. 2001: Technical Sales (*Internship*)
Employer: Wananchi Online [*Sales Department*]

EDUCATION

Tertiary Education

- i. February 2002 – November 2004
BSc Computer Studies
University of Sunderland, UK
- ii. March 2000 – June 2001:
International Diploma in Computer Studies (IDCS)
Institute of Advanced Technology (IAT), Nairobi
Grade Attained: Distinction

Professional Courses:

- iii. July 2001 – August 2001:
A+ Certification (CompTIA)
Devdata Ltd., Nairobi
- iv. October 2006 – March 2007:
Cisco Certified Networking Associate (CCNA)
African Advanced Level Telecommunications Institute (AFRALTI)

Secondary Education

1996 – 1999:
Kenya Certificate of Secondary Education
Highway Secondary School, Nairobi
Grade Attained: B – (minus)

OTHER SKILLS

- Networking – Network capacity planning, design and setup
- Using and administrating Microsoft® Windows (9x, NT, 200x & XP) and UNIX/Linux operating systems
- Scripting and application development using ASP, ASP.Net, VBScript, JavaScript, XML, SOAP, XSL & XSLT, Visual Basic & VB.Net, C++, C# and Java respectively
- Database administration and management using SQL Server & Oracle
- Server management – Windows, Linux
- SAP Business One – Basics, Administration and Support

INTERESTS AND ACTIVITIES

- Listening to music
- Creative research and general reading
- Swimming

REFEREES

CHARLES KENJI
CARGO MANAGER – SWISS WORLDCARGO
P. O. BOX 44549 NAIROBI 00100
TEL | [Office] +254 20 822459 / 827281 or [Cell] +254 722 779011
EMAIL | charles.kenji@swiss.com

DAVID EVANS
GENERAL MANAGER – KUEHNE + NAGEL LTD.
P. O. BOX 69979 NAIROBI 00400
TEL | [Office] +254 20 827411 / 6600000 or [Cell] +254 721 440985
EMAIL | david.evans@kuehne-nagel.com

CHRISTOPHER MSANDO
IT ADMINISTRATOR – VIRGIN ATLANTIC AIRWAYS LTD
P. O. Box 46844 NAIROBI 00100
TEL | [Office] +254 20 2789010 or [Cell] +254 729 880012
EMAIL | Christopher.Msando@fly.virgin.com

5

Nairobi, Kenya
8 February 2009

The Director,
AU-IBAR
PO Box 30786 Museum Hill, Westlands Road Nairobi/Kenya
Tel: +254 20 367 4000 Fax: +254 20 367 4341
ibar.office@au-ibar.org

Dear Sir,

RE: Technical Lead ARIS II

Your advert indicates that you are looking for a self-motivated professional in Information and Communication Technology (ICT) for the post of **Lead ARIS II** for the AU-IBAR. I am interested in the post.

I hold an MSc. degree in Information Systems from the University of Sunderland (UK) a post graduate certificate in e-Learning Technology from the University of Colombo (Sri Lanka) and a bachelors degree in Science from Egerton University (Kenya). In addition, I hold various technical certifications in IT from reputable I training institutions in Kenya and Sri-Lanka.

I have worked as a senior ICT officer at KASNEB and as head of IT and programs specialist in curriculum development at the Kenya Institute of Education (KIE)- the Kenya's national centre for curriculum development and research under the Ministry of education science and technology.

I have participated in projects for the UNHCR, NEPAD, FAWE, USAID and other countries, such as Sudan and Lesotho in addition to many projects of government. At KASNEB, I aimed at efficiency and effectiveness in service delivery.

As head of IT at the Kenya Institute of Education I consistently met IT standards and exceeded service expectations of my office in servicing the goals of the institute. In these years, I have worked with people, lead people and networked with people. I

What this means for you is that as an IT expert, I will bring my enthusiasm, energy and vigor in promoting the IBAR activities and in mitigating challenges facing animal resources in member countries. I would particularly leverage GIS in the development, implementation and management of spatial data for the purposes of information and planning.

I am confident that I could represent and serve your organization effectively and efficiently. Hence the above, I look forward to hearing from you.

Thank you.

Yours Sincerely,

Lenya Jeremiah

- **Contact Addresses**

- Work Address:

- Kenya Accountants and Secretaries National Examinations Board (KASNEB)
P.O Box 41362,
Nairobi,

- Home Address:

- P.O. BOX 19019-00100
Nairobi
Mobile: 0722393244,
E-mail: jmeringoh@yahoo.com

- **Academic Qualifications**

- 2006 University of Colombo School of Computing and Technology, Sri-Lanka. Certificate in e-Learning Technology
 - 2003-2005: University of Sunderland (UK), MSc - Computer Based Information Systems (CBIS).
 - 1993-1998: Egerton University (Kenya), Bachelor of education.

- **Further Professional Training**

- November -2005 , Institute of Advanced Training (IAT)- Nairobi
 - Certificate in e-content and digital media production.
 - September -2005, Oracle Corporation, Trainer of Trainer (TOT), NEPAD e-schools program.
 - November -2004, Institute of Advanced Training (IAT)- Nairobi, Web Design
 - August -2004, Computer for Schools- Kenya, Network Systems Administration
 - August -2000, The Kenya School of Monetary Studies (KSMS) Certificate in Computing
 - November -1996, Egerton University- Department of Computer Science, Certificate in Microcomputer Applications.

- **Experience /Areas of Competence;**

- **Information Systems;** web design and web applications, content management, database systems, networking engineering, systems analysis and design, Hardware, information systems engineering
 - Geographic Information systems (GIS) and their applications in planning and management of resources for development.

- **Employment History.**

- 2007 to date; Senior ICT Officer-examinations- the Kenya Accountants and Secretaries National Examination Board (KASNEB).
 - 2004-2006, Head of IT, Kenya Institute of Education (KIE), Nairobi, the National Curriculum Development and Research Centre.
 - 1998-2004, High School Teacher- computer science, Teachers Service Commission Kenya.

- Kenya Accountants and Secretaries National Examination Board (KASNEB).
 - Web design, maintenance, and application design and development.\ Maintenance and repair programs for IT and communications systems, and equipment.
 - Establish performance standards for telecommunications and IT equipment and services and recommend corrective operational measures to improve quality and performance.
 - Prepare Request for Proposals, Technical Specifications and Perform technical evaluation of the bids and proposals
 - Prepare cost estimates for equipment, repair and replacement and civil works,
 - Moderation of examination in ICT
 - Training off staff
 - Perform other related duties as required.

- Kenya Institute of Education (K.I.E):
 - Systems analysis and design
 - Web development and management
 - Systems development
 - Curriculum development in ICT
 - Supervise staff/technicians and provide professional leadership and/or mentor and supervise the work of new/junior officers, contract staff, etc as required.
 - Preparation of work plans, departmental budgets and strategies for the ICT department
 - Participation in technical evaluation of the bids and proposals relating to ICT.
 - Develop training modules and organise training activities in all aspects of communications technology usage
 - Maintenance of ICT equipment
 - Participation in the production of radio lessons for the EMS

- Ministry of Education Science and Technology, Teachers Service Commission. (TSC),
- Kenya ICT Trust,

- **Country experience:**
 - Kenya, Sri-Lanka, UK, Ghana and Tanzania

- **Involvement:**
 - NEPAD e-Schools project- Lead technical- implementation of integration of ICT to leverage teaching and learning in schools,
 - Computerization and network expansion at KIE
 - Development of integrated information systems for the institute
 -
 - KIE/Microsoft National e-content and knowledge Project- design and development of National digital curriculum content for Kenyan schools at KIE as project leader
 - Microsoft/Oracle- trainer of trainers- NEPAD e-schools program- lead technical.

- Lesotho- a world bank –KIE projects on ECD care givers material development,
- KIE/MOEST-UNHCR project on adaptation of National Curriculum to suit training and manpower needs of Southern Sudan refugees at Kakuma refugee camp.
- Systems development at KASNEB-integrated POS, SMS, Networks, web application development examinations development
- E-Learning Africa(ELA) Conference steering team
- National ICT strategy
- Kenya e-Schools Project
- Writing workshops for syllabuses guides and hand books

- **Professional achievements:**

- Started and administered a fully functional IT department at the Kenya Institute of Education (KIE).
- Mounted regular staff training on ICT –KIE, KASNEB
- Production of ICT radio lesson for the Educational Media Service- Kenya Institute of Education (KIE).
- Coordinated and moderated ICT curriculum materials development vetting exercise for the ministry of education
- Edited training manuals for care givers in Early Childhood Curriculum Development for Lesotho- a World Bank project.
- Edited Primary and secondary teacher training ICT curriculum,
- Coordinated the Adaptation of the ICT curriculum for Kakuma refugee camp- a UNHCR- Ministry of Education project,
- Edited the trainers hand book on ICT in primary teacher colleges,
- Edited trainers handbook for Kenya secondary schools,
- Team leader USAID Online educational Data project,
- Coordinated the Oracle-NEPAD e-schools project launched by the president at Isiolo secondary schools in September 2005,
- Participated in curriculum activities
- Coordinated the Microsoft NEPAD e-schools project launched by the president at Kikambala Primary school in. August 2006,

- **Research Interests**

- E-learning technology , instructional design technology

- **Hobbies**

- Reading, traveling, gardening, playing tennis, swimming, soccer.

Head of Corporate Communications,
Nyayo Tea Zones Development Corporation,
P.O Box 6545-00100
Tel. 020351874
Mobile phone: 0728276185
e-mali; thuraniramutunga@yahoo.co.uk
Nairobi.

Mr. Miringu Edward Waweru
Lecturer, IT and mass communication
JKUAT,
Box 62000, Phone: 0724415961
Nairobi.

- **Mr. Barnabas Sang**
Head of IT, Ministry of Education, Science and Technology
Jogoo House "B", P O Box 30040-00100,
e-mail bksang@education.go.ke
Nairobi,
Kenya.