

TILKENS OTIENO

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PROFESSIONAL SUMMARY

Business Analyst with over 6 years of professional experience in Business and Systems Analysis, Data Gathering and Analysis, Software Development and Design. Creative, fast learner, motivated, detail oriented, strong planner and problem solver. Seeking opportunity to contribute my training and acquired skills as Business Analyst.

COMPUTER SKILLS

- Database Design and Management
- Windows and Linux
- Java, PHP and SQL, MySQL, Oracle
- W3C DOM methods
- Microsoft Office suit, Access, MS Excel
- JavaScript framework i.e. jQuery, backbone
- CSS frameworks i.e. Bootstraps, XMTL, HTML5 Boilerplate.
- Linux, AWS
- System Upgrades and data backups
- Troubleshooting and debugging of websites

PROFESSIONAL EXPERIENCE

Garmin International

Olathe, KS

Administrator Systems Process and Equipment's

2017-5/2018

- Provided reliable solutions to a variety of problems using sound problem solving techniques including performing root cause analysis and identification of corrective action for given problems
- Tested applications and resolved complex problems throughout software/application development life cycle (SDLC), including preparing detailed program specifications
- Analyzed existing database systems, researched and evaluated technology solutions and presented recommendations to improve system operations.
- Worked with IT Manager to establish database security structures, Sox compliance
- Created and maintained database access systems including tables, indexes, views, stored procedures, and triggers
- Prioritized and multi-task independently and in group setting
- Performed and planned minor and major version upgrades and use tools and scripting to efficiently manage technology
- Participated in roadmap planning for systems or application
- Prepared reports and data using SQL based system and presented reports to peers and managerial personnel's.

Garmin International

Olathe, KS

Reverse Logistics Technician

2013-2017

- Entrusted to manage Reverse Logistics department in supervisor's absence. Providing timely, courteous and knowledgeable response to information requests.
- Documented procedures and processes for data storage, software updates, unit testing, user's interfaces, databases and code written to support Reverse Logistics Department.
- Communicated status of projects clearly providing visibility to supervisors and managers.
- Build databases and table structures following architecture and methodology for Web Applications within the department.
- Improved information accessibility and security by designing intranet applications using CSS frameworks such as Bootstraps, HTML5 Boilerplates and training all end-users on functionality.
- Prepared reports based on findings and presented reports to peers and managerial personnel's.
- Developed custom Web parts for application support toolset; routinely troubleshoot issues and support internal users.
- Assist in developing work flow resolutions, automating process by effectively routing information to appropriate queues with flexibility to handle exceptions using Java Web framework such as Model-View-Controller.
- Responds promptly to user requests for technical assistance in efforts to get systems to operate in a manner that supports the achievement of user-specified business goals.
- Work collaboratively and professionally in a team environment with other Garmin associates to achieve goals.

Garmin International

Olathe, KS

Reverse Logistics Processor

2008-2013

- Performed troubleshooting services to isolate, diagnose, and fix problems dealing with testing and software equipment under the Administrator's control.
- Performed rework on units including testing and software updates.
- Assisted supervisors with training of Reverse Logistics associates to ensure they understand the test, procedures and software update methods for different types units.
- Teamed with Reverse Logistics supervisors, planners and Industrial Engineers to provide direction within the Rework area.
- Detail-oriented and ability to work proactively and effectively with minimal supervision.

EDUCATION

- **Bachelor of Science in Information Technology (BSIT), Minor Business Administration (Fall 2017) University of Kansas, KS.**
- **A.A.S. Computer Science/Info Systems: Software Development (May 2014) Metropolitan Community College- Kansas City, MO**