

Jacob Aliet O. A.

PERSONAL DETAILS

Gender: Male
Nationality: Kenyan
Date of Birth: 28th Feb 1976
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EDUCATION

- 2004-2008 Nairobi University, Nairobi**
Masters of Business Administration (MBA) Major in Strategic Management.
- 1996-2000 Moi University, Eldoret**
BSc. Information Science Degree (upper second class degree)
Major in Information Technology
- 1991-1996 Kenya School of Professional Studies (SPS), Nairobi**
Diploma in IMIS (Institute of the Management of Information Systems - (UK)
- 1994-1995 St. Marys School, Yala**
KCSE (The Kenya Certificate of Secondary Education) B+

MASTERS PROJECT

“Responses by the Kenya Revenue Authority (KRA) to the Challenges in the Implementation of the Customs’ Reforms and Modernization (CRM)” A study of how KRA implemented the Customs Reforms and Modernization Program, the challenges KRA encountered in implementing the reforms and modernization initiatives and how KRA responded to those challenges. An interview guide was used in data collection. Findings indicated that the greatest challenge KRA encountered was resistance to change followed by lack of requisite skills. Other challenges included lack of resources and a supportive telecommunication infrastructure. KRA responded to these challenges by training and sensitizing the staff and stakeholders and hiring new staff with the requisite skills.

One key conclusion of this study is that strong, visionary leadership is an important component for project success particularly when faced with resistance to change. Another conclusion is that flexibility, political support, teamwork and openness are important when implementing strategic change within the public sector.

Supervisor: Prof. Peter K’Obonyo, Associate Professor, Nairobi University.

TEACHING EXPERIENCE

- 2000 IMIS Instructor, taught IMIS Students *Visual FoxPro Programming and Information Technology II*.
Kenya college of Accountancy, Nairobi
- 2000-2004 IT Instructor, Computer Programming, Database Management and Systems Analysis and Design
New Horizons Computer Learning Center, Nairobi
Covered: *Linux Shell Programming in g++ (GNU C++)*, *Coordinating and mentoring students to manage Programming and database projects*, *Web development using XML, WML (Wireless Mark-up Language)*, *ASP (Active Server Pages) and WML Script*, *Web Design using DHTML (Java Script and VB Script)*, *Programming in: Java 2, Visual Basic 6.0, Visual C++*, *System Modeling and Design using UML*, *Microsoft Visio*, *Software Quality Assurance*, *Database management using SQL and mySQL*, *N+ and A+ Certification Training*, *Software Quality Assurance*, *ARDSA (Analyzing Requirements and Defining Solutions Architectures)*.
- 2006 Lecturer and instructor on programming using Visual Basic.Net and Advanced Database Concepts and SQL RDBMS
Dreamline College, Nairobi
Taught BSc. Information Systems and Master of Information Systems students of [IOTA \(Institute of Technology, Australia\)](#).

TEACHING INTERESTS

Management Information Systems including Database Management, Computer programming (Visual Basic, Visual C#, Java, C++, ASP, DHTML, XML, Java Script and VB Script), Artificial Intelligence, Systems Analysis and Design, Project Management, Computer Networking and Software Quality Assurance.

Strategic Management (particularly competitiveness and management of strategic change) and Organizational Behavior.

PUBLICATIONS

[*Globalization--Not Counter-Penetration and Domestication: A Response to Prof. Ali Mazrui. Alternatives: Turkish Journal of International Relations*](#) Vol. 6, No. 1/2 (Spring/Summer 2007).

URL: <http://www.alternativesjournal.net/volume6/aliet.pdf>

PROFESSIONAL QUALIFICATIONS

- 2007 Holds a Certificate from the Zachman Institute for Framework Advancement (**ZIFA**) since 2007.
- 2000- **MCS**D - Microsoft Certified Systems Developer (since 2002) and Microsoft Certified Professional (**MCP**)
- 1996- Holds an IMIS (Institute of the Management of Information Systems) Diploma (**IMIS** -UK)

PROFESSIONAL AFFILIATIONS

- ZIFA** Zachman Institute for Framework Advancement (**ZIFA**) - since 2007.
- MCP** Microsoft Certified Professional - since 2002
- IMIS** Institute of the Management of Information Systems - UK since 1996
- ISCID** International Society for Complexity and Information Design - since 2003
- ITSMF** IT Service Management Forum - since 2007

TRAINING ATTENDED

- 2006** Trained on **Project Management** and holds a Project Management Excellence certificate from Deloitte & Touche, Kenya.
- 2007** Trained on **ITIL** (IT Infrastructure Library) and received a Foundation certificate from EXIN.
- 2008** Trained on **COBIT** (Control Objectives for Information and Related Technologies) and holds a Strathmore University certificate on COBIT.
- 2008** Trained on **Oracle 10g Fundamentals** Training under JKUAT (Jommo Kenyatta University of Agriculture and Technology).

CONFERENCES ATTENDED

Attended the 6th WCO (World Customs Organization) IT Conference in Bangalore, India on 6th April 2006. Keynote speaker was Sir Clive Granger, winner of the 2003 Nobel Prize for Economics who spoke on forecasting trends in information technology.

ACHIEVEMENTS AND RESPONSIBILITIES

Developed a program that processed data on bank payments for Kenya Revenue Authority.

Used Visual C# Web Services to help develop RADDEX (Revenue Authorities Digital Data Exchange) for exchange of data between Kenya, Uganda, Tanzania, Rwanda and Burundi Customs systems.

Was a School Captain in High School

Was the best Student in the third year at the university while pursuing BSc.
Information Science

Won a writing Competition sponsored by Development through the Media and
adapted it to a screenplay in 2006.

Ran the Standard and Chartered Nairobi Marathon in October 2008 and
completed the 21Km event in 1 Hours 42 Minutes.

Is a Fire Marshal holding a certificate from International Safety Training Center

REFEREES

The ICT Project Management Office Manager,
ICT Department,
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The General Manager,
New Horizons Training Center,
Box 57666,
Nairobi.
Tel. 020-747302

The Dean,
Faculty of Information Sciences,
Moi University,
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Eldoret.
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