

Jackson N. Wonde
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MANAGEMENT PROCESSES

- Understand how to document, manage, and assess project risks and develop mitigation and contingency plans
- Use project management tools or techniques to plan and track project performance; learn how to use management methodologies effectively
- Take corrective actions and verify project standards to ensure that the project delivers total client satisfaction

LEADERSHIP

- Facilitate the development and management of breakthrough strategic initiatives
- Identify and drive transformation that is inclusive of front-line and support organizations to increase alignment toward the achievement of aspirational performance targets
- Provide continuous feedback to the leadership team, with Accountability
- Track and report a scorecard of Operational Excellence measures
- Demonstrate success leading organizational change Strong project management skills with a demonstrated ability to effectively collaborate, communicate and engage with all levels.
- Willing to challenge the status quo and facilitate different perspectives to drive solutions
- Demonstrate ability to lead the implementation of projects and contribute to the development of vision and strategy
- Extensive experience supporting IT capabilities and strong IT background with experience

Experience

Liberia Water and Sewer Corporation ***External Information Management Specialist Consultants*** **January 10, 2025, to Present**

- Conduct internal administrative support, media relations, and information technology into standard enterprise execution and other forms of administrative and programmatic functions;
- Provide informed and, regulatory and compliance support;
- Draft policies and procedures for the information communication and technology and media relation that enhances the administrative effectiveness of the Company;
- Perform other similar duties as may be assigned by the Managing Director.

ANPPCAN-Liberia UNICEF COVID-19 Before & After, Back to School Project ***Served as M&E Manager*** **January 11, 2021- March 31, 2022**

- I was responsible for systematic due diligence to identify the highest-priority and most institutional Evaluation themes in the portfolio, conduct internal and external consultations to refine and finalize these topics for inclusion in the UNICEF Plan for Global Evaluations, and present these topics to key stakeholders inside and outside the Organization.
- I ensure all evaluations in the project between UNICEF and ANPPCAN have the relevance timeliness, quality, credibility, and utility possible in meeting the learning and accountability needs of the UNICEF project with ANPPCAN in three counties.

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- I directly manage independent institutional effectiveness evaluations from start to finish, ensuring that these are as timely, credible, and useful as possible in keeping with the UNICEF and ANPPCAN revise norms and standards.
- Undertake final quality control of all outputs produced in the section before these are shared with the Program Director and others.
- I Manage the Institutional Effectiveness Section human resources, providing overall technical and strategic direction to a portfolio, exercising active and positive management of the team, and recruiting highly qualified new staff as necessary, to maximize the timeliness, relevance, quality, credibility, and utility of every evaluation produce in the context of ANPPCAN operations.
- I provide active, positive feedback on an ongoing basis that contributes to their professional development and motivates them to perform their best.
- I exercise fiduciary responsibility over the Institutional Effectiveness Section, ensuring that evaluation resources in the portfolio are managed efficiently and that these evaluations remain on budget.

COOPI in Kinshasa / DRC

Served as IT Manager (Expat)

March 4, 2018 – December 31, 2020

- Manage IT staff by recruiting and training employees, communicating job expectations, and monitoring performance.
- Update the website and add new content
- Oversee the annual IT budget and ensure cost-effectiveness.
- Monitor daily operations, including server hardware, software, and operating systems.
- Coordinate technology installations, upgrades, and maintenance.
- Select and purchase new and replacement hardware and software, when necessary.
- Test, troubleshoot, and modify information systems so that they operate effectively.
- Generating performance reports for operating systems.
- Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- Evaluating technology risks to develop a network disaster recovery plan and backup procedures.
- Remaining up to date with advances in technology and industry best practices.
- Supervise the IT and computer systems.
- Ensure the maintenance of the systems is implemented.
- Regularly check, organize, and control the IT and electronic data operations.
- Manage the staff by recruiting, training, communicating expectations, and appraising their performance.
- Design, develop, and coordinate systems, policies, and procedures in the department.

Helog Academy-Scheffline Town, Margibi County, Liberia

Served as Marketing Manager

November 4, 2019 – October 31, 2020

- I oversee all marketing campaigns for Helog Academy and implement strategies
- I promote business negotiations to sell, a product, or service
- I ensure the company is communicating the right messaging to attract prospective customers and students and retain existing ones

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- I represent the marketing team to cross-functional groups including product management, sales, or customer support, and update the Director on the progress of marketing activities and report on the results of the campaign
- I manage and coordinate marketing and creative activities
- I lead market research efforts to uncover the viability of current and existing products/services
- I Collaborate with media organizations and advertising agencies
- I brainstorm ideas for new campaigns

Frontier Newspaper & Liberian Times Magazine-King Gray, RIA Highway, Montserrado, Liberia
Served as Managing Editor
April 5, 2016 – October 31, 2019

- I ensure appropriate content, design, layout, and timely publication of the Frontier Newspaper publications
- I coordinate the planning, researching, writing, designing, and editing of the Newspaper.
- I work with writers, interviewers, photographers, designers, layout, and text editors to produce a timely, interesting, and useful issue for each publication.
- I lead the Frontier Team (including writers, editorial assistants, copy editor, and proofreaders), take charge of setting schedules, and ensure timely publication
- I invite the submission of articles from various writers I hold periodic follow-up meetings to assess the progress of the issue in the process
- I research facts and screen submitted manuscripts together with other members of the team and in coordination with the Frontier leadership select, edit/revise articles, announcements, and cover concerning accuracy, readability, appropriateness, and space limitations (text, captions, and headings inclusive)
- Together with the Frontier leadership, check and ensure that Frontier's mission and goals are reflected and policies are maintained
- I work closely with the graphics team to collect and prepare photos and other graphics and ensure page layouts reflect Frontier's graphic styles

Christian Children Fund Liberia (Child Fund)-19th Street, Sinkor, Monrovia Liberia
Served as IT Supervisor
November 3, 2015 – September 28, 2018

- Maintained and monitored Active Directory Administrative tools for all computers and users
- Created, activated, and suspended individual user email and group email
- Manage social media pages, create and post content
- Conducted troubleshooting and setup of all personal computers, recommended purchase of software and computers
- Managed and monitored Broadband Global Area Networks (BGANs) and VSAT in field locations
- Managed gateway or hub for CCF community links project
- Conducted training for social workers on the use of mobile phones for data capturing
- Assisted with the development of communications policies and plans for internal and external communications.
- Helped in preparing internal and external communications plans and policies
- Monitored the success of plans and recommended updates as required
- Identified target audiences
- Identified communication strategies and appropriate communication channels

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- Prepared materials, including brochures, posters, media releases, newsletters, on-hold CDs, promotional materials, banners, and web-based writing on social media
- Maintained and developed links with media outlets to facilitate good communication and ensure fair and accurate coverage of CCF activities.
- Maintained current contact details of relevant media institutions.

USAID/EDC Advancing Youth Project-9th Street, Sinkor, Monrovia, Liberia

Served as IT System Administrator & Media Consultant

April 3, 2011–April 25, 2013

- I was responsible for proactively identifying and suggesting improvements to the IT infrastructure and usage within the project, developing, deploying, and servicing client PCs and on the network.
- I also manage and monitor our local server and ensure those anti-viruses are up-to-date.
- I provide technical assessments of problems and solutions as the technical support specialist
- I work with the HQ office, Field IT staff for all help desk, network, and end-user problems.
- I maintain and implement HQ office and project office network and computer standards.
- I was also responsible to create, organize and implement professional staff development in Information Technology for the project and LRC staff
- I work with other project staff to design computer training for Master Trainers.
- I kept and manage the inventory of all IT equipment.
- I also ensure that a weekly backup of all staff computers is done for safekeeping in case of any disaster.
- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks and server administrator
- Talk with staff or users through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Design appropriate modules and progress dashboards for effective communication of data from the central database;
- Support team members and project implementing partners in mapping and GIS to design and implement project activities.
- Develop equipped ICT system communication facility for the ministry;

Ministry of Planning & Economic Affairs-Liberia

Government-Executive Mansion Ground, Capitol Hill, Monrovia, Liberia

Served as Information Communication & Technology Principal Director

March 10, 2008 – February 25, 2011

- I manage information management systems and practices to modernize the work of the MPEA.
- I ensure the creation and implementation of a clear and consistent technical vision for the Ministry in collaboration with the Senior Leadership of MPEA
- Develop Websites and Maintain
- Develop Social media content and circulate
- I was also charged with the responsibility to design and develop a full Information System in collaboration with MPEA department heads
- I provide overall technical leadership and technical risk management on IT projects.
- I make sure that a proper quality assurance process is developed and implemented
- I interact directly with Ministers and Directors to design and implement IT solutions based on identified challenges, analysis, problem, solution, and project implementation;
- I work closely with the Directors, and third-party vendors to design technical solutions

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- I analyze organizational needs and participate in the design and implementation of project deliverables
- I manage desktop, and network support staff to ensure initiatives, projects, and repairs, are executed on time and within budget.
- Support and contribute to IT-related tasks or projects through the implementation of appropriate technologies and solutions.
- Support the CGIAR ICT Community of Practice to leverage collaborative IT services and infrastructure across the System.

International Medical Corps-Oldest Congo Town, Monrovia, Liberia

Served as IT Manager

February 10, 2006 – February 20, 2008

- I provide skilled technical backup to all computer users in the office.
- I did Research, analyze, and evaluate new technologies, and made recommendations for new upgrades.
- I develop training materials, technical and user manuals, documentation, and presentations
- I train staff in the field on basic troubleshooting and use.
- I carry on training needs assessments and design training interventions. I Implement hardware and software upgrades following IMC policies and procedures.
- I support computers internet and mobile telephone following IMC policies and procedures.
- I implement organizational standard IT policies and procedures and provide user training and support policies.

International Rescue Committee-N'zerekore, Guinea

Served as Information Systems Officer (Expat)

May 7, 2002 – January 31, 2005

- I develop and maintain networks with international media correspondents based locally and look for ways to interest them in IRC's work.
- I do repairs and installations of the network, computer maintenance both software and hardware and monitor VSAT operation and troubleshoot if there's any breakdown in the connection.
- I assign call signs to new staff in the system and update as well as respond to all information systems communications and evaluate for newer versions of software upgrades and discover other strategies for newer technology to make the IT department more functional and reliable.
- I established a File server on the network for easier transfer of documents and safer backup if there were any crashes, supervised radio operators, and saw to it all staff have a unique call sign for proper communications over VHF radios.
- I manage databases in Excel and Access applications, write IT policies and update them as required and supervise IT staff in field offices and evaluate performances.
- I develop a national communications strategy that seeks to position IRC Guinea as a leading relief and development agency in Guinea.

CERTIFICATES/OTHER RELEVANT INFORMATION

- Digital Information Technology & Research for Professionals Quick Impact Training, Conakry, Guinea-June 1, 2005
- Certificate Digital Information Technology & Research Training
- Child Protection Training, IRC Guinea 17th – 20th July 2004
- Team-building and project cycle management training.
- Building Safer Organization's (BSO) Management Training

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- GBV, Response & Communication Skills, Confidentiality, Referral, IRC Guinea, 22nd – 24th June 2004
- VSAT installation and maintenance
- Linux operating systems
- Excellent knowledge of Networking (Cisco, including routers)
- Excellent vehicle and Motorbike operation in urban and rural terrain

EDUCATION

Kofi Annan University of Guinea (UKAG) Nongo Commune de Ratoma P.O. Box 1367
B.Sc., Computer and IT in Business and Management
January 1, 2000–December 18, 2004

Computer Associate-Monrovia, Liberia

A+ Certificate, Computer Hardware & Software Maintenance
January 1, 1995–February 5, 1996

References

Dr. Darren Wilkins

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Jefferson Bakalie

COOPI in Kinshasa / DRC

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Joseph Gayah KEZELE

Country Director

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Action Against Hunger

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