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Summary

Passionate and experienced ICT professional with a fulfilling career working in the IT, digital and service delivery industry. Self motivated, fast learner, driven and able to work efficiently with both local and virtual teams. Good verbal, written communication and presentation skills, expertise knowledge of working with HP Service Manager Help/Service Desk tool from ticket creation, change management, resolution to closure (support level 1-2-3). In-depth understanding of McAfee ePolicy Orchestrator (ePO), AD, SCCM, Windows based and DELL systems, software installation and configuration related expertise. Exemplary customer service, strong troubleshooting, analytical, technical and managerial skills.

Experience



ICT & Digital Solutions Consultant

Techware Scope Solutions

Jan 2021 - Present (2 years 8 months)

- Servicing and maintenance of IT hardware equipment, supply of office equipment, toners, stationery and repairs.
- Deploy IT systems aligned with business needs ensuring compliance with Client IT policies, procedures and overall information management strategy.
- Identify Client business needs and propose well-researched ideas for new or improved systems and solutions.
- Install, configure, intergrate and customize IT systems. Providing technical recommendations including guidelines in compliance with Client IT standards and procedures.



ICT Consultant | Digital Communications Specialist

Beyond Sites Solutions

Sep 2019 - Oct 2020 (1 year 2 months)

- Create, maintain and curate online content on social media pages for clients;

=> Life Savers Club Kenya - a voluntary call to action group who donate blood, support and mobilize such efforts aimed at saving lives in real-time.

<https://web.facebook.com/LifeSaversClubKE>

<https://www.linkedin.com/company/life-savers-club-ke>

=> Asumbi Treament Centre - Drug rehabilitation and recovery Centre.

<https://web.facebook.com/AsumbiTC>

<https://www.linkedin.com/company/asumbitreatmentcentre>

https://twitter.com/Asumbi_TC

=> Comprehensive Rheumatology Clinic Nairobi - Systematically diagnose and holistically manage rheumatic diseases.

<https://web.facebook.com/CRCNairobi>



IT Specialist - System Administrator | End User Compute Services

GfK - An NIQ Company

Jan 2017 - Feb 2019 (2 years 2 months)

> Service Desk Analyst.

- Manage all in-scope incidents and service requests in line with service desk best practice.
- Effectively acknowledge and communicate the status of open tickets and resolution.
- Create, validate & document knowledge-base articles for reference based on frequent service request / incident trends.

> Technical Support Engineer.

- Provide Level 1-2-3 end user remote and in person technical support, system troubleshooting and maintenance for hardware & software issues using SCCM remote control tool, Team Viewer.
- Experience executing large scale Windows 7 to Windows 10 Pro migration project.
- Sound expertise with windows-based desktop, hardware, software, networking and peripherals including Microsoft OS, o365 & 2017-2019 Pro Plus office products, laptops, VPN, printers, video conferencing, telecommunications devices / monitoring tool including mobile devices, CCTV & LAN.
- Facilitate on-demand refresher awareness training on InforSec and emerging systems for new & existing staff.

> Active Directory & McAfee ePolicy Orchestrator (ePO) Services.

- Create AD and email accounts, assign user rights and security groups, account unlocks, assigning administrative roles, resetting user passwords, managing user licenses.
- McAfee Anti-Virus & Encryption compliance for Windows Systems & devices.

> IT Security & incident coordinator.

- Provide security alerts, communication, awareness and training for staff.
- Ensure full implementation of the security policies, guidelines and procedures at all times.
- Monitor the Company's IT infrastructure, CCTV feeds and proactively escalate to other Global IT Teams and/or Third Parties.

> MDM (Mobile Device Management) administrator.

- Setting up email and messaging accounts on mobile devices (android, iOS, Windows).
- Troubleshoot, reconfigure and resolve any email technical issues on company mobile devices.

> Asset inventory & management.

- Keep record of IT company assets & license (SNOW license manager).



IT Manager/Local Security Coordinator (LSC)

GfK - An NIQ Company

Mar 2015 - Dec 2016 (1 year 10 months)

- McAfee ePolicy Orchestrator (McAfee ePO) admin:- In charge of security operations and assurance across endpoints, data, mobile, workgroups and networks.
- Local Security Coordinator:- Streamline IT security and compliance workflow processes for company assets round the clock to find, detect and quickly re-mediate any indicators of attack (IoAs).
- IT Security Management:- identify, manage and respond to any IT security issues and threats. Keep users informed of any threats to alert and act in accordance with security objectives.

- Local IT contact:- Liaise with Group IT in Nuremberg, Germany & ensure proper systems/procedures and controls are in place and correctly implemented.
- SCCM (System Center Configuration Manager) - Manage work-groups and deliver/deploy consistent applications to users.
- Procurement / Vendor management: - IT hardware / software sourcing from suppliers, ensure license are updated yearly.



Head of Coding Department

GfK - An NIQ Company

Jan 2014 - Oct 2016 (2 years 10 months)

Team Lead - Coding/Product Specialists in East Africa.

Roles:

- Provide leadership, motivate, foster team work, raise standards of achievement within the whole operational area and to monitor / support Coding operations.
- Liaise with EG (Egypt) & RO (Romania) Global Service Centers (GSC) on Coding Operations in EA.
- Support all functional departments within the organization, schedule in-house trainings, implementation and roll-out of coding (operational) projects.
- Optimize existing business processes by ensuring proper systems/procedures and controls are in place and correctly implemented in the company.
- Report to the MD on activities and projects / business processes progress status locally & other offshore stake holders internationally.
- Act as Project Manager for new business process related projects; manage all functional and technical aspects, day to day project decisions and timely escalation to project stake holders both locally & off shore.
- Advice on business value solutions which increase resource efficiency, bring down costs & optimize existing business processes.



Coding/Product Specialist | Coding Department

GfK - An NIQ Company

Jun 2011 - Dec 2013 (2 years 7 months)

Reporting to the HOD [Coding]

Key Responsibilities:

- Item Coding: Setting up new products in Master Data Management for Products using the Item Editor [filling values for each feature].
- Activating new CE,MDA,IT,Telecom,SDA products to East Africa countries; KE,TZ,UG.
- Item Matching (Identification): Matching retailer data with the GfK Master data product group item ID's on WebTAS.
- PCO Administration: Validating Partly Classified Objects through verification (market/field visits) of the unidentified products features from retailers in EA and matching with the newly created GfK Master data item ID's.
- Training: facilitate training for the Retail Contacts (RC's) on product group feature values in EA to sharpen skills & improve performance in filling specific product features and value templates.
- GfK Master Data items & product groups maintenance: update, create and validate items in the Master Data Management for products.



IT Technician | IT Department

Institute of Advanced Technology(IAT)

Nov 2010 - May 2011 (7 months)

Reporting to the IT Manager

Key Responsibilities:

- Installation and upgrades: Implementation and roll-out of all software, hardware and networking needs as well as managing & coordinating MIS activities e.g. configure operating system, applications and anti virus in all computers.
- System maintenance and monitoring: Offer technical support in diagnostics and troubleshooting. Implementing preventive measures on Computer Components for smooth functioning.
- Network troubleshooting: Involved in technical maintenance of the Institutions network to provide a conducive working environment and increase efficiency & effectiveness.
- Asset records and verification, provide technical expertise and guidance to all functional departments within the institution.
- Responsible for the implementation of the data backup, security and disaster recovery in line with the company policies governing IT.



Intern | IT Department

Institute of Advanced Technology(IAT)

Aug 2010 - Nov 2010 (4 months)

Reporting to the IT Manager

Key Responsibilities:

- Report and ensure all parameters and systems are functioning.
- Learn and be part of the organisation.
- Gain work experience.
- Software installation.
- Hardware maintenance.



Polling Clerk - Kenyan Constitutional Referendum, 4th August 2010

IEBC-Independent Electoral and Boundaries Commission

Aug 2010 - Aug 2010 (1 month)

Polling Clerk at Kituluni Polling Station | Kangundo Constituency (Now Matungulu Constituency) | Matungulu-North Ward

The then (IIEC) Interim Independent Electoral Commission now (IEBC) Independent Electoral and Boundaries Commission during the 4th August 2010 Kenyan constitutional referendum.

<https://www.iebc.or.ke/election/?election-results>

Tasked with: Voter verification:- i.e.

~ Ensuring that qualified voters are permitted to vote.

~ Checking in and processing voters.

Education



YouTube & Google (Internet Resources)

Web Development & Design, Digital Marketing & Content Creation

Jan 2022 - Dec 2030

Self taught Web Developer. Learning new concepts and skill mastery from YouTube tutorials & Google research internet resources. Previous attended eMobilis Mobile Technology Academy - Scholarship (Mastercard Foundation) Website Development Program.



Kenya Methodist University

Bachelor's Degree, B.Sc. CIS (Computer Information Systems)

Jan 2023 - Dec 2027

Bachelor of Science (B.Sc.) CIS (Computer Information Systems) focuses on practical applications of technology to support organizations while adding value to their offerings such as communications, business, networking, software design, and mathematics. This degree encompasses the entirety of the Computing field and therefore useful when applying to computing positions of various sectors.



eMobilis Mobile Technology Academy

Scholarship (Mastercard Foundation), Website Development Program

Jan 2022 - Feb 2022

- HTML
- PHP
- MySQLi
- CSS
- Java Script
- Git
- GitHub



Institute of Advanced Technology

Diploma, ICT Management

2009 - 2012

The Information and Communication Technology (ICT) Management program provides integration skills and competence both in the ICT sector and management in any form of business and organisation.



Mount Kenya University - MKU

Advanced Certificates in IT, Information Technology

2007 - 2007

Formerly Thika Institute of Technology (T.I.T)

Foundation in Information and Communication Technology.

Advanced & basic Certificates in IT.

Licenses & Certifications



Certificate of Recognition - Visit / Active Participation - Mama Ngina Childrens Home - Institute Of Advanced Technology Community Service Club



Certificate of Merit - House Captain - Tala High School



Certificate of Qualification GTM Training Course - LG Electronics



CompTIA Security+ (SY0-501) Cert Prep: 1 Threats, Attacks, and Vulnerabilities - LinkedIn



CompTIA Security+ (SY0-501) Cert Prep: 2 Technologies and Tools - LinkedIn



CompTIA Security+ (SY0-501) Cert Prep: 3 Architecture and Design - LinkedIn



CompTIA Security+ (SY0-501) Cert Prep: 4 Identity and Access Management - LinkedIn



IT Service Desk: Customer Service Fundamentals - LinkedIn



CompTIA Security+ (SY0-501) Cert Prep: 5 Risk Management - LinkedIn



Learning ITIL® - LinkedIn



Cert Prep: PRINCE2® Foundation and Practitioner - LinkedIn

Skills

Responsive Web Design • Web Content Creation • Social Media Optimization (SMO) • Web Content Writing • Search Engine Optimization (SEO) • Verification and Validation (V&V) • Customer Service Management • Information Technology • Web Development • Web Design