CHARLES MBILLO

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OBJECTIVE

Results-driven IT professional with over 10 years of experience in data handling, cloud computing, and technical support. Proficient in managing large-scale data systems, developing innovative solutions, and collaborating with cross-functional teams to deliver impactful outcomes. Passionate about using technology to enhance efficiency and provide exceptional support to underserved communities.

EXPERIENCE

DevOps Specialist

Founder & IT Consultant | Kenya | 2014–Present

- Performed data entry and maintained accurate records in alignment with international standards, and Collaborated with cross-functional teams to provide timely and effective support for system users.

- Acted as a liaison between clients and technical teams to ensure seamless communication.

- Led technology projects for Managed Service Providers, optimizing operations with innovative IT solutions.

- Developed and managed USSD-based systems, offline-first mobile apps, and data visualization dashboards.

- Maintained and secured IT infrastructure, ensuring 99.9% uptime and seamless user experiences.

- Collaborated with stakeholders to identify opportunities for process improvement and revenue growth

- Delivered technical support, ensuring user satisfaction and efficient troubleshooting.

SKILLS

Key Skills:

Data Entry & Information Management:

- Experienced in maintaining accurate and up-to-date records using advanced tools and techniques.
- Proficient in handling sensitive data while ensuring confidentiality and compliance with established standards.

Interpersonal Communication & Cultural Sensitivity

- Skilled in engaging with diverse populations and addressing queries with empathy and professionalism.
- Adept at building rapport with stakeholders from various cultural and social backgrounds.

8Technical Proficiency:

Cloud Computing: AWS (S3, RDS, CloudWatch), MS Office, progres/BIMS applications.

Data Analytics: Excel, Power BI, Python, MySQL, and offline data systems.

Software Development: Web and app development for data capture and visualization.

Soft Skills:

Problem-Solving: Addressing complex challenges with innovative solutions.

Team Collaboration: Effective coordination with cross-functional teams to achieve organizational goals.

Attention to Detail: Ensuring data accuracy and operational efficiency.

EDUCATION

AWS Re/Start – Certified Cloud Practitioner (2024)

AjiraEmobilis | Gold Class

- Gained expertise in cloud computing, including data storage, retrieval, and security.
- Applied AWS tools such as S3, RDS, and CloudWatch to streamline data handling and analytics.
- Developed practical knowledge of building scalable solutions for data management and reporting.

Diploma in Information Technology (2008)

Government Training Institute (G.T.I.), Embu

- Acquired foundational skills in database management, information systems, and software development.

Web Development Certificate of Completion (2023) | PLP Academy

- Gained proficiency in building user-friendly web applications for data visualization and management.

REFEREES

1. Mr. Benson Mutua.

   AWS Instructor – AjiraEmobilis

   Phone: +254 713 856 679.

2. Rev. Fr. Joram Ng'ang'a

   Catholic Diocese of Eldoret

   Phone: +254 724 896 454