



Alex Ngugi

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PROFESSIONAL SUMMARY

Experienced IT leader with top-notch implementation and project management abilities. Highly organized, methodical and skilled at building consensus across high-performance teams.

Well-versed in Business Development, Business Intelligence and IT Security.

Multi-Skilled individual with the ability to oversee, high value technical projects with excellent planning competencies.

SKILLS

- Documentation management
- Project management
- Office 365 setup and administration
- Google G-Suite setup and administration
- Domain Registration & C - panel administration
- Data Analytics, Statistics - Tableau & Excel
- Servers
- Data backup and retrieval
- Microsoft Exchange 2013
- Project Management & Documentation
- Windows 7 and Windows Server management
- Windows Server 2008
- HTML 5 and Wordpress
- SQL database systems
- Active Directory
- Mac OS
- Push to talk technology (PTT)
- CCTV reseller and installer

WORK HISTORY

IT PROJECT MANAGER

01/2019 to 06/2021

Dojo Limited | Nairobi, Nairobi

- Proposed and implemented new network infrastructure for the Wellness Club
- Researched, proposed and implemented a new web application to manage all memberships and customer information.
- Oversaw purchases of [servers](#), [computers](#), [printers](#) and softwares, made all the right installations to help launch the Wellness Club.
- Responsible to design, source and install a Biometric solution for the Dojo zen zone which is only restricted to platinum members.
- Worked as key resource to architect, engineer and support [all](#) IT projects.
- Responsible for design and implementation and installation of the security surveillance system (CCTV).
- Data analysis using Tableau and Excel

IT MANAGER

03/2018 to 06/2021

The Talisman Restaurant | Nairobi, Nairobi

- Managing and supporting the in-house Micros POS System.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Create a budget for all IT projects, services and peripherals
- Implementation of a booking system (Eat App) for the restaurant responsible for easier booking management. This has contributed to better management of bookings
- Help outline a social media strategy for the company which is now being actualised. Fully responsible for Trip Advisor.
- Managed the security system (CCTV and Alarm) - Highly involved in new upgrades and setting up a new system.
- Closely collaborated with project members to identify and quickly address problems with hardware, software and other peripherals..
- Played a key role in on-going network design, re-evaluation and optimization to keep pace with company growth.

TECHNICAL SUPPORT & CUSTOMER RELATIONS CONSULTANT

07/2016 to 01/2018

Instacom PTY (Nairobi & South Africa) | Nairobi, Nairobi

- Increased revenues and supported business goals by introducing the company products in Kenya
- Key role in helping distributors and resellers to perform demos for potential and existing customers
- Acted as the chief support and representative for PTT solutions, Guard Patrol identification, Mobile Device managements and visitor management systems.
- Helped establish new clients and sales as a Business developer
- Helped in setting up and activating new devices and apply licensing via Instacom CRM.
- Participated in training for various products and services in South Africa
- Collaborated with All Unilever Tea Zones for accurate deployment of PTT Radios.
- Worked with Unilever partner Synthesys Ltd for deployment of Suprema and IDemia biometric solutions

SYSTEMS AND SOFTWARE SUPPORT (MANAGEMENT TRAINEE)

06/2015 to 07/2016

Wells Fargo Limited | Nairobi, Nairobi

- Implementation and monitoring of a VMware Backup solution using Veeam Backup and a Synology NAS.
- IT Support for Active Directory
- Server administration and support (Exchange server, SAP Server etc)
- Security Systems software management (CCTV and Biometrics, KABA

safe lock systems.

- SAP server installation and management.
- IT Support for LAN Network, Wireless Network etc.
- Social Media structuring and monitoring.
- Actively involved in Galooli fleet management system setup and management.
- Training and subsequent management of KABA lock door and safe system

EARLIER EXPERIENCES

01/2009 to 09/2011

Various | Nairobi, Nairobi

- Briefly worked with Hivisasa.com as a sales Intern. Primary responsibility was to make proposals to clients for digital ad space
- Designed a responsive mobile site for Wash&Go car wash in Finland, and also helped manage payments.
- Worked in the city as a computers, printers, consoles and other related peripheral reseller.

EDUCATION

BBA | Degree in Business Information Technology

12/2014

Oulu University (OAMK), Finland

Certificate | User Support Professional

2006

Institute Of Advanced Technology, Nairobi

High School Diploma

2004

Chania Boys High School, Thika

St Francis Primary School, Thika

2000

ACCOMPLISHMENTS

- Successfully built a new website for The Talisman Restaurant. www.thetalismanrestaurant.com
- Successfully built a new website for Lamu 360 www.lamu360.com
- Successfully built a new website for VSS South Sudan www.vssouthsudan.com
- Involved in the Dojo Wellness Club project from Inception to completion and launch.
- IT Support for related companies working with The Talisman and Dojo Wellness Club for various IT Issues.
- Network consultant for private entities in Kenya.
- CCTV and Surveillance equipment reseller and installer for brands like Samsung, Dahua, Hikvision, Imou, Arlo etc.

REFERENCES

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