**08/07/2021**

Dear Sir/Madam

IT Technician-Oakland

I am interested in joining your Tech Support Team. I am a long-term ICT systems engineer with 17 years of technical skills horned in companies in East Africa and the Unites States of America.

My key strengths include:

* Systems Administrations skills:
* Network Administrations.
* Technical skills including Windows (all suites), Windows server, macOS, Active Directory Services.
* LAN, WAN and WIFI technology (DNS,DHCP, NTP & SNTP)
* Cloud computing -MS Office 365, Google Suite,
* Executive & management roles: Budgeting, Policies and Procedures, personnel management

I hold a BSc in Computer Science with a major in Software Engineering and minor Network Administration.

If you are looking for an experienced, all seasoned tech savvy and results oriented team member-I strongly believe that we should connect.

I look forward to hearing from you and learning more about the role. You can reach me on 407.639.2777.

Regards-

**Michael Osiro**

Attch:

Skill sets:

* Dynamic and multitalented expert having 10+ years of experience in assessing /determining business opportunities in relation to ICT operations and investment
* Team Management (Mentoring, Performance Evaluations, training, recruiting)
* Service Level Agreement (SLA)-ICT service provider/ICT Systems Users).
* Formulating and Implementing policies and procedures.
* Network Administration (Network health check & support/ Set up, maintain & support network & internet resources
* Cross functional practice (Engineers/Developers, Accountants/Sales reps, QA)
* ICT Operational and business management (Risk Management, Staffing/Budgeting/Strategic Planning/Asset inventory/back up management)
* Systems Administration (server maintenance, scripting, technical support, security)
* End user computing (ICT Operations, Systems Support, service monitoring)
* ICT Project Management. (systems implementations, user trainings)
* SaaS/PaaS/IaaS (Egnyte, Amazon Web Service (AWS), Microsoft Azure, Google Apps, Microsoft Exchange Office 365, CRM Web Servers, Microsoft Dynamic, Virtual Machine-VM Ware, HyperV)
* ICT Service Management (Cherwell, BMC Remedy, SalesForce)
* ISO 9001/2008 quality internal auditing
* Hands-on working with LogMeIn, Zoom conferencing, skype, SharePoint, WebEx , Windows OS Suites, Mac OS.

Work experience:

Head of ICT Operations-Koko Networks

**January 2016-**

KOKO provides an innovative smart commerce platform - first used to distribute clean cooking fuel, and then leveraged to deliver a wide range of products and services for the mass market. Our platform is built around a network of cloud-connected fuel ATMs, called KOKO points, which are deployed inside convenience stores throughout each city [www.kokonetworks.com](http://www.kokonetworks.com)

Enhancing ICT functions through these activities:

* Developing ICT strategy and facilitating an implementation plan based on gaps identified by interacting with regional company management.
* Management of a collaboration and knowledge base center
* In charge of ICT systems user training by developing an approach to access ICT competencies amongst employees
* In charge of day to day running ICT facilities and infrastructure
* Heading of ICT Support staff
* Onboarding/offboarding ICT personnel.

Achievements:

* Successfully started the company’s ICT departments
* Implemented the company’s ICT knowledge base center in Microsoft SharePoint.
* Key in implementing the company IoT ecosystems-product dispenser, PaaS, Mobile platform
* Developed company’s main ICT policies & procedures
* Recruited a team of 8 ICT support engineers

Senior ICT Systems Engineer-M-Kopa Solar

**June 2014-September 2015**

M-Kopa was established in 2011 following successful consumer trials in Kenya during 2010. As of February 2014, M-KOPA was providing affordable solar power to over 50,000 Kenyans. The team includes over 200 staff and sells the product through more than 750 retail shops in Kenya and Uganda. The founders of the company are experienced mobile technology innovators who believe in the huge potential of transformative, affordable product designed for the underserved consumers. [www.m-kopa.com](http://www.m-kopa.com)

Enhancing ICT functions through these activities:

* Working with a team of 10 engineers and 20 developers to enhance and support ICT functions.
* Installing and configuring computer hardware operating systems and applications.
* Management of M-KOPA.Net (Company ERP) security/user log ins/User additions/deletions
* Staff mentoring and training on series of actions, either face to face or over the telephone to help set up systems or resolve issues.
* Trouble shooting system and network issues, diagnosing and solving hardware or software issues
* Providing support and/or including procedural documentation and relevant reports on the same
* Implementing and supporting the roll out of new applications and systems
* Setting up new user’s accounts and profile and dealing with prevailing login/password issues
* Establishing/maintaining a working relationship with customers, professionals and vendors.

Achievements

* Set up a radius server for network securing campus wide network log-in.
* Migrated Google Apps to Microsoft Hosted Exchange 365.
* Set up 3CX IP PBX telephone system.
* Migrated 230 users from Zoiper telephone systems to 3CX

Head of ICT Operations-Scott Christian University, Kenya.

**January 2014-May 2014**

Recruited as a strategic technology leader tasked with restructuring ICT services in the institution and to solidify its position as a preferred center of academic excellences, SCU is an Institution of Higher Learning. It offers internationally accredited qualifications and has world- class resources that inspire learners to create meaningful futures on their own terms. [www.scott.ac.ke](http://www.scott.ac.ke/)

Enhanced ICT functions through these activities:

* Providing vision and leadership for the organization ICT development.
* Formulating ICT strategy, policies and standards for the institution.
* Formulating and implement an effective ICT risk management strategy.
* Ensuring periodic review of ICT policy and keeping the department technological aligned
* Designing ICT disaster recovery and business continuity plans.
* Continuously re-engineer the existing business process in line with changes in the operating environment.
* Guiding the procurement and licensing of software and hardware products for the institution.
* Manage the institutions’ ICT resources such as websites, intranet, LAN, WAN, data center and telephone services.
* Planning, developing and implement the ICT budget, where appropriate, to ensure cost effectiveness and ensure operations meet approved budget levels.

Achievements-

* Facilitated seamless move of the ICT Server Room to new office premises
* Upgraded an old website ([www.scu.ac.ke)](http://www.scu.ac.ke/) to a new site ([www.scott.ac.ke)](http://www.scott.ac.ke/) (ongoing)
* Implemented and set up Moodle E-Learning System for online studies/education
* Recruited and onboarded a team of 6 ICT engineers

ICT Service Delivery-CIMA Systems, INC. Pleasanton CA.

**USA. July 2012-December 2014**

CIMA Systems supplies 21st century communications technologies to enable dealers automatically/electronically to interact and communicate with their customers; 20 employees with an annual turnover of US$ 10,000,000. [www.cimasystems.net](http://www.cimasystems.net/)

Enhanced ICT functions through these activities*:*

 Investigate user problems, identify their source, determine possible solutions, test and implement solutions.

 Develop and conduct various training and instruction for system users on operating systems, relational databases, and other applications; assist users in maximizing use of networks and computing systems.

 Evaluate and/or recommend purchases of computers, network hardware, peripheral equipment, and software.

 Research on procedures/best practices towards improvement of productivity and service delivery.

 Ensuring integration of documentation across information technology ITiL process areas.

 Perform quality control checks on the documentation of tooling requirements, procedures and work instructions, technical documentation, policy development documentation, communication

 Work with quality control specialists, technical writers, other Information Technology Infrastructure Library (ITIL) experts, training developers and graphic artists to ensure documentation requirements align with requirements of business customer.

 Responsible for enforcing document naming conventions, document check-in and check-out procedures, and verifying relevance and accuracy of Information Technology Service

Management (ITSM) documentation.

 Ensure accountable for IT service delivery, performance and improvements, ensure max utilization of the resources to continuous improve services.

Achievements-

 establish ICT SOPs for process documentations and successfully merged them with operations

 facilitated a seamless migration of email from M/S Exchange to M/S cloud hosted Exchange

 Network and server virtualization using virtual box & VM ware.

User Support Specialist-Southern Arkansas University.

**March 2009-June 2012**

Southern Arkansas University is a liberal art. Established in 1909, it has its foundation tied to the region’s agricultural past and continues to grow while expanding its tradition of success into more than 60 degrees in four distinct colleges. [www.saumag.edu](http://www.saumag.edu/)

Enhance IT function through these activities:

* Provided direct user support and troubleshooting to faculty and students on the use of desktop and portable hardware, peripherals, computer systems, and software in all academic computing environments.
* Installed, configured, deployed, and maintained hardware devices, such as lab workstations, printers, and other related computing hardware.
* Implemented and enforced lab computing policies and procedures as needed. Provided needs assessment and recommendations for the configuration and setup of computing facilities.
* Responsible for maintaining a high level of organization and cleanliness within the computer labs and other academic computing facilities.
* Responsible for updating and maintaining technical support documentation. Serves as an instructional resource to reinforce classroom instruction, including the creation of instructional materials as supplemental resources to students and faculty.
* Conducted campus technology orientations for students and faculty. Maintained professional knowledge of technological trends in the arts through research, training, and attended higher education computing conferences.

Systems Administrator-Aga Khan Hospital University

**August 2000-December 2004.**

AKHS is a non-profit health care organization in the developing world that provides primary health care

and curative medical care. It also provides technical assistance to the government in health service delivery. [www.aku.edu](http://www.aku.edu/)

Enhance IT function through these activities:

 Ensure system and network availability, functionality, accessibility and provided help desk and technical support to end users.

 Participated in planning and implementing both application and system software as required. This included designing, testing and constantly modifying and updating the software by running patches and managing the database.

 Implemented and managed the institution’s LAN and WAN to ensure that the infrastructure was

aligned with modern technology and business strategy.

 Implemented SOP’s within the IT department. This included developing procedures, documenting

of the procedures and enforcing them to ensure that they were adhered to.

 Was vital in the “round the clock” server management and related daily tasks including

performing system backups and ensuring safe backup media storage.

 Maintained the telephone system e.g. set up handsets, assign extensions, carry out routine PBX

and voicemail maintenance while ensuring that updates are effected.

 Ensured that procedures and facilities for disaster recovery in the event of a system failure/data corruption were fully accessible and operational at any given time for business continuity.

 Monitored bandwidth use, analysis of traffic patterns, and ensuring the hospital network was well protected against virus attacks and the anti-virus was consistently updated on a regular basis.

 Acquired and documented software licenses for all software applications used within the network.

Achievements-

 Reduced system down time from 30% to 15% monthly by ensuring optimal network usage and setting up an effective antivirus system.

 Scaled down man hour help desk assistance by introducing automated support solution to counter common user problems.

 Instrumental in migration of system database from Novell NetWare to M/S server 2003.

 Steered the I.T. department to achieve an **ISO 9001:2000** certification.

Education:

January 2000-August 2003-Associate degree in information technology with a major in network and software engineering at the JKUAT/KCA Kisumu campus. ([www.kca.co.ke )](http://www.kca.co.ke/)

January 2009-December 2012-BSc Computer Science major in Network Administration at the Southern

Arkansas University-Magnolia Arkansas, USA [www.saumag.edu](http://www.saumag.edu/)

Referees-

Available on request-