

## Joseph G. Kimani

Joseph Gitonga Kimani

<https://www.linkedin.com/in/joseph-gitonga-kimani/>

<https://github.com/JosephGKimani>

+4915218175512



## IT Specialist

12619, Hellersdorf, Berlin, Germany

Date of Birth: 05.08.1998

Nationality: Kenyan, Full Working Permission for Germany

## Profile

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With over 5 years of experience, I have successfully implemented IT solutions using Microsoft Dynamics 365, SAP, and Power Automate, while providing comprehensive support for hardware, software, and network systems. Committed to continuous learning, I actively seek opportunities to enhance my skills and stay current with the latest technologies, ensuring I deliver innovative solutions to meet business needs.

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## Experience

**Push to Talk Ltd, January 2022-December,2024, Nairobi, Kenya**

### **Business Systems and IT Support Engineer**

- Programmed over 2,000 push-to-talk radios, meeting deadlines and contributing to the organization's strong reputation.
- Conducted customer training on device usage, reducing maintenance costs and improving operational efficiency.
- Achieved a 98% customer satisfaction rating for IT support services provided.
- Analyzed customer data using Python, SQL, and Excel, developing more effective support strategies.
- Involved in computer system maintenance and troubleshooting network devices such as switches, routers, and other ICT systems.
- Conducted regular updates to ERP, WMS, and SAP software, ensuring smooth and efficient operations.
- Assisted with Outlook setup, and address book configuration.
- Configured LAN, WLAN, and firewalls to ensure secure and reliable network connections.
- Implemented and configured Microsoft Dynamics 365 CRM to streamline sales, service, and marketing operations.
- Automated workflows and processes using Power Automate to improve efficiency and reduce manual tasks.

- Integrated Dynamics 365 with omnichannel platforms, including voice, chat, SMS, and social media, to enhance customer engagement.
- Designed and deployed custom solutions for Dynamics 365 Configuration, aligning with client-specific requirements.
- Utilized third-party tools like Twilio and Azure Communication Services to extend CRM functionalities.
- Mobile devices tracking and geofencing

**Kalbo Adventures, April,2019 – December,2021 Nairobi,Kenya,  
PartTime**

**Information Technology Support (IT support)**

- Developed and maintained the company's website and digital platforms, integrating user-friendly interfaces and enhancing visual appeal with custom graphic designs.
- Created visually compelling marketing materials (brochures, flyers, banners, social media posts) to support tour promotions and increase customer engagement.
- Produced and edited high-quality promotional videos and graphics showcasing tour packages, destinations, and experiences, resulting in a 30% increase in online bookings.
- Utilized Adobe Creative Suite (Photoshop, Illustrator, InDesign) and other design tools to create visually attractive assets for brochures, websites, and social media platforms.
- Managed the integration of dynamic graphic elements into CRM systems, ensuring customer-facing visual content was up-to-date and aligned with current marketing initiatives.
- Provided technical support and troubleshooting for design software and hardware, ensuring uninterrupted productivity for the design team and marketing department.
- Created engaging visual content for email marketing campaigns to promote seasonal tour packages and special offers, leading to an increase in email open rates by 20%.
- Collaborated with external photographers and content creators to source high-quality visual materials for advertising and website updates.

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**Education**

Murang'a University of Technology: BSc Software Engineering  
August, 2017- December, 2021 Murang'a, Kenya

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**Languages**

**-English:** Native Speaker      **-German:** B1(Currently Improving)