

STEPHEN AWILI .M

SOFTWARE ENGINEER

IT Specialist focused on streamlining business operations through Zoho ecosystem solutions and Python automation. Experienced in integrating systems, automating workflows, and building data-driven tools that enhance operational efficiency and strategic decision-making.

EDUCATION

2020 - 2024

Machakos University

Bachelor in Information Technology

2016 - 2019

Ambira High School

Graduated with honors

SKILLS

- Zoho CRM customization
- Zoho Creator app development
- Deluge scripting & workflow automation
- Full-stack programming
- Python development
- Data analysis & dashboard creation
- Business process optimization

WORK EXPERIENCE

IT Support and System Specialist

Taylor Movers | Jan 2025 - Present

- Designed and maintained dynamic Google Sheets dashboards for sales, operations, and quality assurance, enabling real-time performance tracking.
- Developed a custom business application using Zoho Creator to automate workflows and improve departmental efficiency.
- Provided comprehensive IT support across hardware, software, and networking, ensuring smooth and secure operations.
- Launched an internal training podcast using Podcastle to onboard new employees, improving knowledge sharing and reducing live training time by 40%.
- Automated repetitive data processing tasks to streamline reporting and enhance executive decision-making..

IT Assistant (intern)

VisionOne Industries LTD | May 2023 - August 2023

- Conducted daily system health checks and OS updates, reducing downtime by 50% and improving system reliability.
- Assisted in the implementation of network setup and security protocols, minimizing network issues by 30%.
- Delivered technical support to staff, resolving hardware/software issues and enhancing response time by 35%.
- Documented support cases and collaborated with teams to improve IT troubleshooting processes.