

Alvin Mwangi

ICT Systems Technical Officer

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SUMMARY

Skilled and accomplished Systems Technical Officer with expertise in hardware, networks, and infrastructure management. With a passion for cutting-edge technology and a strong commitment to delivering exceptional results, I am dedicated to driving the success of businesses through strategic IT solutions.

EDUCATION

Undergraduate Diploma in IT, Mount Kenya University

Sep '16 — Dec '18
Thika, Kenya

- Diploma in IT

High School in C (Plain), Nandarasi Secondary School (GPA: C (Plain))

Feb '12 — Nov '15
Nyandarua, Kenya

- High School education

EXPERIENCE

ICT Systems technical Officer

Kenya Nut Company Limited

Oct '19 — Present

- Overall job Purpose
- ICT Infrastructure delivery of business solutions to achieve defined objectives by maintaining liaison with leaders, end users and application owners.
- Responsible for company's Infrastructure (Hardware & Networks) that business users need for decision making.
- Assessing current processes, recommending infrastructure upgrades, and advising the ICT-H on the best processes
- Execute Growth strategies to daily operations to improve company development.
- Ensure Business Process operational efficiency through monitoring, evaluation & reporting of resource (Staff, Equipment, Technologies) availability to execute company objectives.
- Monitor, evaluate and propose on Customer experience suggesting improvements through specifications, training strategies and feedback management.
- Achieve project deliverables via implementation, training and handholding.
- Propose changes in the technology sector to establish ways the company can improve and develop.
- Ensure adept management of risk portfolio via appropriate strategies in place
- Monitor and execute on appropriate maintenance/upgrade programs
- Management of Support platform to ensure users issues are appropriately addressed

Sales Executive

Pacis Insurance

Mar '19 — Oct '19

- Essential Duties
- Identify and close new opportunities by attending trade shows, networking events, and other industry conferences.
- Develop a comprehensive understanding of the company's products and services, resulting to an increased customer satisfaction.

ICT Technical Assistant

Thika Technical Training Institute

Sep '18 — Jan '19

- Essential Duties
- Responsible for inventory management & help desk support to staff & students in the institution
- Ensure computer lab support and devices maintenance, carry out upgrades and account for devices for escalated for repairs.
- Establish access controls to computer infrastructure facilities by ensuring best practices and mitigations are maintained.
- Carry Out any other tasks as assigned by the ICT team Lead.

SKILLS

Technical Support Help Desk support, Windows operating systems, Active Directory Management, Installation Configuration, Business applications support, Digitization and Support

Infrastructure Management Windows servers & VMware management, AD domains, Infrastructure backups & Replication

Hardware Management Inventory Management & Asset listing, Computer Hardware: Assessments, Diagnosis & Repairs, computer support, Equipment management

Customer Service Customer Service experience & Communication skills, Customer Focus & Objective oriented, user support, user training
Cybersecurity and AI Cybersecurity, Machine Learning & AI

PROJECTS

ICT Infrastructure Optimization, Kenyanut Company Limited

- **Role:****Lead ICT Systems Technical Officer****Objective:***Enhance the efficiency and reliability of the company's IT infrastructure to support business operations.*
 - Conducted comprehensive assessments of current hardware and network systems.
 - Recommended and implemented infrastructure upgrades, improving system performance by 30%.
 - Coordinated with end users and application owners to ensure seamless integration and minimal downtime.

Customer Experience Improvement Program, Kenyanut Company Limited

- **Role:** **Lead Analyst****Objective:** *Improve the overall customer experience through enhanced IT support and training.*
 - Monitored and evaluated customer feedback to identify areas for improvement.
 - Developed and executed training strategies for both customers and internal staff.
 - Streamlined the support platform, resulting in a 25% increase in customer satisfaction scores.

CERTIFICATIONS

AI Career Essentials
ALX Africa

Introduction to CyberSecurity
OpenSkills for All