

MARK BLAIR OYUGI

Nairobi, Kenya

+254 70384-6352 | oblairmark@gmail.com

<https://eminentmmark.github.io/oblair/skills.html>

ICT TECHNOLOGIST PROFILE

- Am a quick learner with the proper resources and tools for research and analysis, and proper guidance from established mentors and managers.
- I am able to engage at all levels and pay keen attention to detail, combined with strong analytical capabilities
- I have good relations not only with co-workers but with customers too through the practice of persuasion and negotiation, always striving to exceed customer expectations by going the extra mile and fostering positive relationships.
- I am a well-organized team player who thinks creatively and acts independently
- Morale and support are crucial for cross-functional teams for resolving complex issues and I promise to bring exactly that to the table through encouragement and collaboration.
- Most effective working under objective deadlines, with or without delegation with laid out priorities, troubleshooting and implementing your organization's systems.
- I uphold company policies and procedures while ensuring compliance with data privacy and security regulations at all times.
- Continuously staying abreast on the industry services to offer customers the most up-to-date information and assistance.

PROFESSIONAL ICT TECHNOLOGIST EXPERIENCE

TAKE 2, Nairobi, Kenya

August 2023 - present

Take 2 is a sales company that specializes in selling products and services for its clients.

- Respond to client feedback, resolving complaints and implementing relevant suggestions for customer satisfaction.
- Selling Zuku Home Fibre internet to local and international residents, organizations and cooperatives within Nairobi and her suburbs.

WECONNECT, Meru, Kenya (Remote)

August 2022 - present

Weconnect is a network provider that allows users access to unlimited internet connection.

- Tasked with the establishment and setting up the network and its implementations, monitoring and managing the network.
- Draw organization budget for purchase of hardware and software and their complementary components.
- Procurement of network components and software.
- Respond to client feedback, resolving complaints and implementing relevant suggestions for customer satisfaction.

Manyota Limited, Nairobi, Kenya

2022

Manyota Limited provides in-depth management and supervision of all of its projects, with hands-on involvement by the company's principles and project supervisors from start to finish.

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- Spearheaded the development and implementation of the organization's website as my final year project.
- Designed and implemented the website, developing and establishing the site's database.
- Tasked with the logo design by use of Adobe illustrator.
- Researched industry systems and implementations and developed a custom system - languages employed: HTML, CSS, PHP, MySQL and Javascript.

AFRIKA IN TIME, Nairobi, Kenya

March 2020 - 2022

Afrika in time is a gift store with an online presence for making bespoke cultural fashion accessories.

- Created content that was published on the website.
- Delegated product and model photography and picture editing.
- Oversaw recruiting of fashion models and their publications.
- Served as the primary point of contact for valued customers, addressing their inquiries, concerns, and requests via various communication channels.
- Compiled customer feedback for management.
- Tasked with customer satisfaction and retention.

TRUTHBLEADS, Nairobi, Kenya

June 2019 – July 2021

Based primarily on working on self, Truthbleads was an online resource providing creatives and visionaries as well as proofreaders, with tools to augment - their ideas - and progress themselves a step or 2 closer to their attainable potential, through pragmatic and instructive albeit cautionary properties on innovation, character, leadership and values.

- Served as a webmaster and web administrator for their website, providing web design services for their layout and graphics, while regularly keeping and managing data backups.
- Wrote, edited, and published written articles on schedules.
- Drove traffic to their website by validating and optimizing their SEO.
- Responded to clients as well as complied their feedback for management.

EDUCATION

CyberPro Global, Cyber Security

2023

The University of Helsinki, Elements of AI Certification

2023

MUST, Bachelor of Science in Information Technology

2022

AJIRA digital training, Content writing & Translation, Digital marketing, Virtual assistance

2021

Computer Learning Centre, Networking course A+ and N+

2016

ADDITIONAL INFORMATION

General artistry (drawing and craftsmanship). Co-founded a self-help group. Contracted at Evangel publishing. Errand person for Ewan Electric.

Lab technologist at Meru University of Science and Technology.

REFEREES

1. Kiptum Noah,
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2. Mwenda Gichuru (MSc.),
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