

# MARK BLAIR OYUGI

Nairobi, Kenya

+254 70384-6352 | [oblairmark@gmail.com](mailto:oblairmark@gmail.com)

## 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

**WECONNECT, Meru, Kenya**

**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 complimentary 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.

- 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.

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- 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

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,  
Network Engineer,  
Weconnect  
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Relation: Employer
2. Mwenda Gichuru (MSc.),  
Chairperson Department of Information Technology,  
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Relation: Youth Pastor