

DIANA CHEPKEMOI TUEI

ICT Officer | Nairobi, Kenya

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SUMMARY

Results-driven ICT professional with 4+ years of progressive experience in end-user support, network administration, and security operations. Proven track record of reducing incident resolution times by 30%, improving system uptime by 20%, and leading ERP and CCTV projects from planning through deployment. Adept at troubleshooting hardware/software issues, optimizing infrastructure, and delivering user-centric solutions that align with organizational goals.

TECHNICAL SKILLS

Operating Systems & Servers: Windows Server 2012 administration, Active Directory (500+ accounts), Ubuntu/Linux

Databases: Microsoft SQL Server 2012/2014, backup & restoration, performance tuning

Networking: LAN/WAN design & troubleshooting, IP telephony configuration, CCTV DVR/EVS deployment

Cloud & Office 365: Office 365 tenant configuration, Exchange Online management

Web & ERP: Website creation (Bandarisacco.co.ke), Microsoft Dynamics NAV support & administration

Tools & Platforms: Jira, Trello, Freshdesk, ERP change-over methodologies

Other: Office hardware maintenance, UPS & power-backup management, rack mounting, cabling

SOFT SKILLS

Effective communicator & trainer

Strong analytical & problem-solving abilities

Team leadership & cross-functional collaboration

Time management & deadline adherence

High integrity, discretion, and customer focus

ACCOMPLISHMENTS

Helpdesk Optimization: Streamlined 2nd/3rd-line support workflows, reducing average ticket resolution time by **30%**.

System Uptime Improvement: Implemented proactive monitoring and patch management, increasing network availability by **20%**.

ERP Migration: Served as Project Champion for Dynamics NAV upgrade (2018) and Website Revamp (2020), achieving rollout on schedule with **100%** user adoption.

Security & Surveillance: Deployed and maintained 100+ CCTV cameras, cut security incident response time by **40%**.

Digital Engagement: Managed social media content, boosting engagement by **35%** and driving a **25%** increase in website traffic.

EXPERIENCE

Kenyatta University Teaching & Referral Hospital — ICT Officer & CCTV Operator
Mar 2021 – Present, Nairobi, Kenya

Monitor and maintain 100+ CCTV cameras, DVRs, and EVS units to ensure 24/7 campus security.

Administer Windows Server 2012 & Active Directory for 500+ staff accounts; enforce group policies and access controls.

Backup and archive security footage, ensuring compliance with data-retention policies.

Provide 1st/2nd-line support: troubleshoot network connectivity, desktop hardware, and software issues; maintain a 95% satisfaction rating.

Conduct quarterly ICT training sessions for hospital staff, improving ticket self-service by 20%.

Bandari SACCO Limited — ICT Assistant
Jan 2018 – Feb 2021, Mombasa, Kenya

Supported Microsoft Dynamics NAV ERP: configured permissions, resolved application errors, and trained 30+ staff, contributing to an 85% customer retention rate.

Monitored core banking ATM transactions and network channels, promptly addressing outages to maintain uninterrupted service.

Managed ICT inventory and documentation; automated routine backups and end-of-cycle procedures for servers and workstations.

Updated and administered corporate website content; generated monthly web-analytics reports to guide marketing strategies.

Oversaw social media channels, creating digital marketing assets that increased follower count by 25%.

EAC Directory Limited — IT Support Specialist

Mar 2017 – Jul 2017, Nairobi, Kenya

Delivered desktop and application support; maintained a 98% ticket resolution rate within SLA.

Developed and managed company websites; designed logos, posters, and email-marketing campaigns.

Handled client inquiries via Freshdesk, improving first-contact resolution by 15%.

Research Solutions Africa — Field Research Assistant

Oct 2016 – Dec 2016, Nakuru & Bomet, Kenya

Collected and managed dairy-farming data using the SDCP mobile app; ensured 100% data accuracy.

Liaised directly with 200+ respondents to capture survey insights and troubleshoot technical issues.

House of Grace Church Rongai — IT & Media Support

Jul 2016 – Sep 2016, Rongai, Kenya

Maintained church computers, edited sermon videos, and managed social media platforms.

Produced event posters and voice-over recordings, increasing online viewership by 30%.

Red Carpet Events Africa Limited — IT & Digital Events Support

Nov 2014 – Dec 2015, Nairobi, Kenya

Provided desktop support, hardware maintenance, and software installations.

Designed digital marketing materials and managed company website updates.

Coordinated event data collection and sponsor liaison for diaspora events.

IEBC — IT Intern

May 2014 – Aug 2014, Nairobi, Kenya

Performed Linux server backups, data migration, and IP-phone configurations.

Resolved network, printer, and hardware issues across multiple polling centers.

EDUCATION

KCSE - Mbooni Girls High School, 2007–2010

B.Sc. in Information Technology JKUAT, 2011–2014

Cisco Certified Network Associate (CCNA), Strathmore University, 2015

Scrum Fundamentals Certified, VMEdU, 2020

Software Engineering Moringa 2024

VOLUNTEER WORK

Media Personnel, CITAM Mombasa (2020–Present): Content creation & digital dissemination

Nation Leader & Media, House of Grace Church, Rongai (2017–2018)

Keywords: Incident Management • CCTV Surveillance • Active Directory • Windows Server • SQL Server • Dynamics NAV • ERP Migration • Office 365 • Network Monitoring • Helpdesk Support • Team Training • Documentation.