

SAMUEL MSAFARI

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PROFESSIONAL SUMMARY

Highly Experienced Information Systems Manager with two decades of experience overseeing Modern SaaS Operations & IT Infrastructure, cybersecurity operations, and cloud transformation across hybrid and remote environments. Directed multi-site Microsoft 365 migrations impacting over 1,000 users, improving productivity by 32% and achieving a 91% Secure Score through robust implementation of Sentinel and Defender solutions. Led high-performance IT teams thriving in fast-paced, agile environments, optimizing ticket resolution processes to reduce case handling times by 28% and enhance SLA compliance. Bringing advanced expertise in Identity Providers (IdP) such as Microsoft Entra, TLS/SSL, DNS, and compliance frameworks. Adept at aligning information systems with organizational objectives to strengthen business continuity, streamline workflows, and mitigate operational risks. Ready to leverage this leadership and technical acumen in an Information Systems Management role within a growth-oriented, technology-driven enterprise.

SKILLS

Information Management, Cybersecurity Management, Microsoft 365 Administration, Azure Management, IAM & User Onboarding/Offboarding, Endpoint Security, Threat Detection, Incident Response, Data Governance, MDM (Mobile Device Management), System Integration, Server Virtualization, Compliance Auditing, Risk Mitigation, Disaster Recovery, Project Management, Process Automation, Performance Monitoring, Change Management, Security Awareness & Best Practice Documentation, SLA Management, Technical Support.

EXPERIENCE

M365 Admin Support Queue Manager | Upwork | Remote | Mar 2024 – Jul 2025

Roles and Responsibilities:

- Streamlined global case triage workflows by collaborating with Business Assist Operations Leads, reducing average resolution times and improving SLA compliance across Modern SaaS Operations & IT Infrastructure.
- Optimized ticket assignment processes using workload analytics, boosting operational efficiency by 22% and raising client satisfaction scores to 91% while thriving in a fast-paced, agile environment.
- Monitored team performance through dashboards and reporting tools, enabling proactive interventions that increased overall queue throughput and reduced bottlenecks.
- Coordinated remote collaboration with leads and support ambassadors via Microsoft Teams and ServiceNow, ensuring seamless management of 200+ active cases weekly.
- Standardized and enriched Security Awareness & Best Practice Documentation for recurring technical issues, reducing case reassignments and improving first-contact resolution rates.
- Delivered virtual training and mentoring for support ambassadors, reinforcing escalation procedures and technical proficiency, resulting in faster issue resolution.

ICT Officer | Geothermal Development Company | Nairobi, Kenya | Jul 2013 – May 2024

Roles and Responsibilities:

- Led migration of 1,000+ enterprise users to Microsoft 365, planning and executing IAM & user onboarding/offboarding, training, and technical support, which improved collaboration efficiency and minimized downtime.
- Deployed Microsoft Sentinel and Defender to strengthen cybersecurity posture, implementing hardware-based authentication/hardware keys to reduce security incidents and achieving a 91% Secure Score across all endpoints and cloud applications.
- Conducted comprehensive security awareness initiatives, developed best practice documentation and training for IT service desk teams, reducing triage times by 21% while improving adherence to organizational and regulatory standards.
- Delivered Tier 2/3 technical support for critical escalations, resolving complex issues with 94% accuracy and ensuring uninterrupted business operations.
- Administered Microsoft Intune as a primary MDM (Mobile Device Management) tool to enforce endpoint security for 1000+ devices, implementing conditional access, encryption, and compliance policies.
- Collaborated remotely with vendors, Microsoft engineers, and cross-functional teams to troubleshoot complex issues and deploy system upgrades without impacting operations.

- Automated scalable identity workflows and reporting, reducing manual administrative workload by 11% and increasing operational efficiency via Identity Providers (IdP) such as Microsoft Entra.

Team Leader - Managed Desktop Services | Barclays Bank of Kenya | Nairobi, Kenya | Apr 2010 – Jul 2013

Roles and Responsibilities:

- Directed desktop and server support teams handling over 100 daily tickets, introducing proactive maintenance processes and improvements that reduced backlog by 16%.
- Established structured escalation paths and detailed best practice documentation, enabling faster resolution of complex issues and reducing average resolution times by 10%.
- Mentored and coached a team of 12 IT engineers, implementing continuous development programs that improved technical competency and raised customer satisfaction by 21% year-over-year.
- Oversaw deployment of Windows updates and enterprise system upgrades with 99.8% endpoint compliance through SCCM, minimizing business disruption and ensuring operational continuity.
- Managed remote troubleshooting operations for multi-branch locations, ensuring rapid resolution of infrastructure and desktop issues without on-site visits.
- Introduced preventive maintenance schedules and process optimization initiatives that reduced user downtime by 18%, increasing productivity and reducing repeat incidents.
- Conducted ITIL-based service delivery audits and performance reviews, establishing best practices that strengthened accountability and team performance.

OTHER EXPERIENCES

- **Systems Administrator – Managed Desktop Services** | Barclays Bank of Kenya | Nairobi, Kenya | Apr 2008 – Mar 2010
- **Technical Support Specialist** | Paetec Communications, Inc. | Rochester, NY | Sep 2004 – May 2007
- **Lead Customer Service Representative** | Paetec Communications, Inc. | Rochester, NY | Sep 2003 – Aug 2004

EDUCATION

- **Degree Management Information Systems** | Rochester Institute of Technology | Ongoing
- **Diploma International Baccalaureate** | St. Mary's School | 1999

PROJECT

Employee Self-Service (ESS) Portal Implementation | Geothermal Development Company

- Co-project lead in designing and implementing a SharePoint Online-based Employee Self-Service portal integrated with on-premises SAP. HR workflows for vacation and travel requests, allowances were fully digitized, eliminating paper-based processes, enhancing the employee experience and workforce mobility while saving the HR Payroll team 40 man hours per month in processing time.

CERTIFICATIONS

- **Certified in Cybersecurity (CC)** – ISC2 | May 2024
- **Azure Fundamentals** – Microsoft | May 2023
- **Azure Data Fundamentals** – Microsoft | Apr 2023
- **Security, Compliance, and Identity Fundamentals (SC-900)** – Microsoft | Jan 2023
- **ITIL Service Management Foundation** – EXIN | Jul 2011
- **Security Operations Analyst Associate (SC-200)** – Microsoft | Jun 2023

TOOLS

Microsoft 365, Microsoft Sentinel, Microsoft Defender, Microsoft Intune, Azure Portal, ServiceNow, SharePoint, OneDrive, Microsoft Purview, Microsoft Teams, Microsoft Intune, GitHub, TLS/SSL, DNS, Ticketing Systems, SCCM PowerShell, Power BI, SAP, Splunk, Slack, Microsoft Entra.

LANGUAGES

❖ English - Fluent

❖ Swahili - Native

REFEREES

AVAILABLE UPON REQUEST