

# SAMUEL EMONI AKOLI

ICT Support Professional | System Administrator | Digital Solutions Specialist

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## PROFESSIONAL SUMMARY

Results-driven ICT professional with 3+ years of experience in system administration, IT support, and digital operations across government, private sector, and international organizations. Proven track record in maintaining critical systems, managing civil registration databases, and delivering remote technical support for US-based companies. Combine strong technical expertise with creative problem-solving to enhance organizational efficiency and drive digital transformation initiatives.

## CORE COMPETENCIES

- Technical Skills:** System Administration • Network Management (LAN/WAN) • Database Management • IT Support & Troubleshooting • Remote System Maintenance • Cloud Computing • Microsoft 365 • Windows Environments • Biometric Systems • Data Security
- Digital & Creative:** Social Media Management • Graphic Design • Brand Development • Content Creation • Adobe Creative Suite (Photoshop, Illustrator) • Figma • Canva • Digital Marketing • SEO Optimization
- Soft Skills:** Technical Communication • Problem Solving • Cross-functional Collaboration • Team Training • Project Management • Remote Work Excellence • Time Management • Stakeholder Engagement.

## PROFESSIONAL EXPERIENCE

### System Maintenance, Social Media Manager & Creative Designer

Solai Coffee (Remote – USA) | 2024 – Present

- Maintain and monitor company IT systems remotely, ensuring 99.5% uptime through proactive troubleshooting and regular system updates
- Manage multi-platform social media presence, increasing engagement by 40% through strategic content creation and scheduling
- Design marketing visuals and branded materials that maintain consistent brand identity across all digital channels
- Collaborate with cross-timezone teams to streamline workflows and ensure seamless communication using cloud-based collaboration tools
- Analyze engagement metrics and implement data-driven improvements to optimize digital marketing performance
- Provide technical onboarding and ongoing support for remote team members

### ICT Support Officer – Registrar's Office

County Government of Trans Nzoia West | 2023

- Administered critical civil registration systems processing 500+ birth and death certificates monthly with 99% accuracy
- Provided comprehensive hardware, software, and network support to ensure uninterrupted government service delivery
- Led digitization initiative to migrate 10,000+ registry records to secure digital format, improving data accessibility and long-term preservation
- Trained 5+ clerical staff on registry software usage, reducing system errors by 35% and improving operational efficiency
- Developed technical documentation and generated usage reports for management decision-making
- Supported ICT audits and implemented system improvements to enhance service delivery standards

## **ICT Clerk – Constituency Level-Contract**

### **IEBC (Independent Electoral and Boundaries Commission) | 2022**

- Deployed and managed Biometric Voter Identification (BVI) systems at polling stations during Kenya's 2022 General Elections
- Provided real-time technical support for electronic voting devices, ensuring smooth operations during high-pressure election day
- Trained 20+ presiding officers and polling clerks on proper use of election ICT tools and security protocols
- Troubleshoot device malfunctions and connectivity issues in real-time, maintaining electoral process integrity
- Ensured secure digital data handling and transmission in compliance with IEBC standards and electoral regulations
- Compiled accurate digital logs and submitted comprehensive reports at conclusion of electoral process

## **Volunteer Tech Lead – Medical Outreach Program**

### **Turkana South, Kenya | June 2024**

- Led technology operations for medical outreach in underserved region, managing electronic patient registration and health data collection
- Trained healthcare staff and volunteers on secure and effective use of data collection tools in low-resource environment
- Provided on-ground troubleshooting and real-time technical support ensuring uninterrupted healthcare service delivery
- Facilitated digital literacy sessions for local youth, contributing to bridging the digital divide in marginalized communities
- Ensured accurate data logging and secure synchronization with health systems for reporting and analysis

## **ICT Consultant & Creative Graphic Designer**

### **Freelance | 2021 – Present**

- FDeliver end-to-end IT support and digital design solutions for 15+ small business clients
- Design professional logos, brochures, and digital assets that strengthen brand identity and drive customer engagement
- Configure networks, install software, and implement cybersecurity measures to protect client data
- Create user-friendly training materials and tutorials enabling clients to manage systems independently
- Maintain 100% on-time project delivery rate while exceeding client expectations consistently

## **EDUCATION**

### **Chuka University**

Bachelor's Degree in Applied Computer Science

(Second Upper Division)

2020 – 2024

## **CERTIFICATIONS**

- Digital Literacy Certification – Kenya ICT Authority / Ajira Digital
- Computer Applications Proficiency – Chuka University ICT Lab
- Social Media Marketing & Management – Google Digital Skills
- Graphics Design Fundamentals – Udemy
- Basic Networking and Troubleshooting – Cisco Networking Academy
- Remote Work Essentials & Productivity Tools – LinkedIn Learning
- Data Collection & Analysis in the Field – Medical Outreach Program (Turkana South)
- Health -Hackathon Chuka University

## **KEY ACHIEVEMENTS**

- **Electoral Integrity:** Successfully managed biometric systems for 2022 General Elections, ensuring secure and accurate voter identification
- **Digital Transformation:** Digitized 10,000+ government registry records, improving data accessibility and security
- **Social Media Growth:** Increased client engagement by 40% through strategic content creation and platform optimization
- **Remote Excellence:** Maintained 99.5% system uptime for US-based company while working across time zones
- **Community Impact:** Introduced digital literacy to underserved populations during medical outreach in Turkana South

## **REFERENCES**

Available upon request