SAMUEL E. **AKOLI**

ICT Support-Professional

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PROFESSIONAL SUMMARY

I'm a curious and hands-on ICT professional with a Bachelor's degree in Applied Computer Science. Over the past three years, I've worked across public institutions, private businesses, and international teams—gaining solid experience in system maintenance, IT support, records management, and digital branding. Whether I'm solving a network issue, organizing government data systems, or designing a brand's online presence, I bring the same focus: making technology work better for people.

Alongside my technical skills, I have a creative side that shines through in graphic design and social media management. I've helped businesses tell their stories visually and connect with their audiences in meaningful ways. What drives me is the chance to blend logic with creativity-to fix, build, improve, and design solutions that make work smoother and communication clearer.

CAREER OBJECTIVE

To secure a challenging position in the Information and Communication Technology field where I can apply my technical expertise in system administration, IT support, and digital operations to enhance organizational performance, contribute to innovation, and grow professionally in a dynamic work environment.

EDUCATION

Chuka University
Bachelor's Degree in Applied Computer Science
(Second Upper Division)
2020 – 2024

TECHNICAL SKILLS

- **System Maintenance & IT Support:** I'm confident working with both software and hardware—troubleshooting issues, updating systems, and making sure everything runs smoothly.
- **Networking:** I can set up and manage basic LAN/WAN networks, and I'm comfortable diagnosing internet or connectivity problems to get people back online quickly.
- **Database & Records Management:** I've worked with civil registration systems and know how to handle sensitive data securely and accurately.
- **Software & Tools:** I use Microsoft 365 daily and have solid experience with Windows environments. I'm also skilled in design tools like Adobe Photoshop, Illustrator, Figma and Canva.
- **Cloud & Remote Tools:** I'm familiar with using cloud platforms for storage, backup, and team collaboration—especially helpful in remote work settings.
- **Social Media & Branding:** I understand what it takes to manage digital platforms, grow engagement, and keep a brand's voice consistent and creative.

SOFT SKILLS

- **Problem Solver:** I don't just fix problems—I dig into the why and look for lasting solutions.
- **Communicator:** I can explain tech clearly to non-tech teams and enjoy helping others feel confident using tools and systems.
- **Detail-Oriented:** I pay attention to the small things, especially when it comes to data accuracy or design consistency.
- **Creative Thinker:** I approach challenges with a mix of logic and creativity, often offering ideas others may not consider.
- **Organized & Reliable:** I take pride in delivering on time and staying organized, even under pressure.
- **Self-Motivated:** Whether I'm working remotely or on-site, I stay focused and accountable without needing micromanagement.
- **Collaborative:** I enjoy being part of a team and believe great work comes from sharing ideas and supporting each other.

PROFESSIONAL EXPERIENCE

System Maintenance, Social Media Manager & Creative Designer

Solai Coffee (Remote – USA) | 2024 – Present
At Solai Coffee, I wear multiple hats across IT and creative roles. Working remotely has taught me to be proactive, organized, and detail-driven.

- Monitor and maintain company systems, performing regular updates and troubleshooting issues remotely.
- Manage the brand's social media presence by creating, scheduling, and optimizing posts for engagement.
- Design visuals for marketing campaigns, maintaining a consistent and professional brand identity.
- Collaborate across time zones to ensure smooth communication and workflow with the U.S.-based team.
- Use cloud tools for file sharing, backups, and digital asset management.
- Analyze engagement metrics and suggest improvements based on data.
- Support onboarding and offer technical help to new remote team members.

ICT Support Officer – Registrar's Office

County Government of Trans Nzoia West | 2023
This role placed me in a high-responsibility environment, helping citizens access critical services through tech.

- Maintained systems used for processing births and deaths certificates, ensuring accuracy and uptime.
- Provided day-to-day support for hardware, printers, and network connections.
- Helped digitize and back up registry records for easier access and long-term security.
- Trained clerical staff on how to use registry software confidently and correctly.
- Solved system errors quickly to keep services running smoothly.
- Prepared technical documentation and usage reports for supervisors.
- Supported audits and improvements for better ICT service delivery in the office.

ICT Support Officer- Internship – Registrar's Office

County Government of Trans Nzoia West | 2023
This role placed me in a high-responsibility environment, helping citizens access critical services through tech.

- Maintained systems used for processing births and deaths certificates, ensuring accuracy and uptime.
- Provided day-to-day support for hardware, printers, and network connections.
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ICT Clerk – Constituency Level-Contract

IEBC (Independent Electoral and Boundaries Commission) | 2022
As an ICT Clerk during Kenya's 2022 General Elections, I played a key role in supporting electoral processes at the grassroots level, ensuring that technology worked smoothly in high-pressure and time-sensitive conditions.

- Set up and managed Biometric Voter Identification (BVI) a at polling stations.
- Provided frontline technical support for electronic voting devices and ensured smooth operation throughout the election day.
- Trained and guided presiding officers and polling clerks on the proper use of election ICT tools
- Troubleshot and resolved device malfunctions and connectivity issues in real-time
- Safeguarded the security and integrity of digital electoral data before transmission
- Coordinated with constituency ICT officers to ensure compliance with IEBC standards and protocols
- Compiled and submitted accurate reports and digital logs from polling stations at the end of the electoral process.

Volunteer Tech Lead – Medical Outreach Program

Turkana South, Kenya | 2024
During a medical outreach mission in a remote and underserved region, I served as the lead in managing technology used for health data collection and digital education.
- Oversaw the setup and maintenance of electronic devices used to register patients and collect field data.
- Trained field volunteers and healthcare staff on how to operate data collection tools effectively and securely.
- Provided on-the-ground troubleshooting and real-time tech support in a challenging, low-resource environment.
- Participated in community engagement, where we introduced basic tech knowledge to local youth and residents.
- Ensured accurate data logging, secure digital storage, and smooth synchronization with health systems.
- Collaborated with medical professionals to streamline digital recordkeeping and reporting.
- Contributed to bridging the digital divide by helping introduce technology to a marginalized population.

ICT Consultant & Graphic Designer

Freelance | 2021 – Present
Freelancing gave me the freedom to solve a wide range of tech and design challenges while learning how to manage clients and projects independently.
- Provided one-on-one tech support for small businesses, helping them set up reliable IT systems
- Installed and configured software, antivirus tools, and basic local networks
- Designed logos, brochures, and digital assets tailored to client needs and brand goals
- Helped businesses establish a professional online presence through content and visuals
- Guided clients in using cloud tools, collaboration apps, and social media management
- Created user-friendly tutorials for system use and self-service support
- Built trust with clients by delivering on deadlines and exceeding expectations

CERTIFICATIONS

- Digital Literacy Certification – Kenya ICT Authority / Ajira Digital
- Computer Applications Proficiency – Chuka University ICT Lab
- Social Media Marketing & Management – Google Digital Skills / Coursera
- Graphics Design Fundamentals – Adobe / Udemy / Coursera
- 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

PROJECT HIGHLIGHTS

- **Remote Systems & Branding Support – Solai Coffee (USA)**
 Supported digital operations for a U.S.-based company by managing remote system maintenance, designing branded content, and optimizing social media platforms to enhance customer engagement.
- **IEBC (2022 General Election)**
 Deployed and maintained Biometric Voter Identification systems and ensured secure transmission of results as an ICT Clerk at the constituency level, helping safeguard electoral integrity.
- **Civil Registration Digitization – County Government of Trans Nzoia West**
 Played a key role in digitizing records and supporting the registry system for births and deaths. Provided day-to-day tech support, maintained data accuracy, and trained staff on system use.
- **Tech-Led Medical Outreach – Turkana South**
 Volunteered as lead for digital equipment used in a healthcare initiative in a hardship area. Managed data collection tools, trained volunteers, and helped introduce basic tech skills to the local community.
- **Freelance Design & ICT Consulting (Ongoing)**
 Designed logos, marketing assets, and digital identities for small businesses while providing basic tech support, training, and system setup services tailored to client needs.

REFEREES

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