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SENIOR TECHNO MANAGERIAL PROFESSIONAL – IT MANAGER

IT Infrastructure Management Project Management	Database Management IT Governance	Risk Mitigation Business Continuity Planning Problem Solving	Change Manager Enterprise Cyber Security

- ✔ Well qualified, dynamic and a strategic professional with 27 years of proven expertise in managing areas such as IT Infrastructure Management, Project Management and MIS Management
- ✔ Acumen in designing, developing, implementing and coordinating IT systems, policies and procedures; capable of planning, organizing, controlling and evaluating IT and database operations; possess excellent knowledge of technical management, information analysis and security management of computer hardware/software systems
- ✔ Demonstrable Relationship Management experience, and competent in building and maintaining effective relationships with the current team, wider teams, suppliers and external stakeholders
- ✔ Acumen in leveraging the knowledge of incident management process to drive operational improvements, working with the SME's and service owners to develop and implement detailed remediation and improvement plans
- ✔ Develop, implement, audit and review IT and data policies to ensure compliance with Risk Governance and best practices; preparing reports and offering strategic IT advice for the understanding and action of senior management; working with key stakeholders to understand and take onboard key objectives and make sure that expectations are met and managed
- ✔ Deft in planning and executing IT audits, evaluating the preparedness of the entire infrastructure, and providing recommendations based on the findings
- ✔ A keen planner, highly organized, self-motivated with a proven track record of achieving personal and organisational objectives consistently

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CAREER PROGRESSION

IPSOS Limited, Kenya

May 2009 – Nov 2021   *IT Manager, Sub Sahara Africa (SSA)*

- ❑ Responsible for managing the ICT functions, formulating strategies and long-term IT planning in line with operational requirements
- ❑ Recommending and overseeing the system changes for Media Monitoring recording which reduced the cost of the setup of new stations and cost of recording to a low cost as compared to the old system
- ❑ Provides leadership to IT Technology team through hiring, coaching, counselling, and conduct performance appraisals, as well as a day-to-day operational oversight; managed the overhauling of the Network infrastructure on the MPLS platform
- ❑ Evaluating existing IT processes, measuring costs, process efficiency, ideating and deploying plans to mitigate costs and achieve process excellence
- ❑ Developing and maintaining a comprehensive Disaster Recovery Programs along with the implementation of a detailed and adequate data security plans
- ❑ Managing successful implementation project of Media Monitoring system in six country offices (Kenya, Uganda, Tanzania, Zambia, Mozambique and Ghana); oversaw and successfully implemented virtual media monitoring recording sites in the region
- ❑ Involved in reviewing and consolidating all the IT CAPEX and GENEX budgets for the Eastern and the Western Clusters
- ❑ Performing analysis of operational, break/fix, and project work to facilitate the smooth operation of IT team and facilitate the completion of work on time and with a high degree of customer satisfaction

Jul 2002 – Apr 2009	*Management Information System Manager*

- ❑ Was accountable for designing and implementing the necessary management information systems to facilitate effective and efficient communication amongst stakeholders and teams
- ❑ Implement systems and processes to increase productivity and efficiency within the department; operated a cycle of continuous improvement identifying and implementing efficiencies that improve business workflow in an effective way
- ❑ Prioritized team activities and workload, ensuring maximum utilization of time and benefit so that key objectives and targets are achieved
- ❑ Conducted periodical process audits, gained sufficient grasp of the existing processes to maintain ownership and attain operational excellence
- ❑ Coordinated with external vendors in planning and procuring IT assets, maintained a register of IT related equipment and ensured that all the assets are comprehensively tagged and tracked
- ❑ Planned and implemented a comprehensive Disaster Management Program, IT Risk Governance Program and Business Continuity Planning
- ❑ Developed and implemented a loan tracking system in all SMEP regional branches; implemented a network system in all SMEP regional branches
- ❑ Oversaw the transition from microfinance systems to full fledges banking systems (T24) as a requirement by the Central bank

Integrated Systems International Limited, Riyadh

Oct 1998 – Jun 2001	*ERP Planning Consultant*

- ❑ Was actively involved in the implementation and customization of ERP solutions and documenting the processes
- ❑ Donned the hat of Business Consultant and had advised the Project Manager concerning alternate processes in the areas of ERP implementation
- ❑ Managed to resolve the queries of the team through post-implementation support

PREVIOUS EXPERIENCE

Nov 1996 – Sep 1998	Pride Africa, Kenya	System Analyst
Jun 1992 – Oct 1996	Pride Kenya, Kenya	Management Information System Manager
Jul 1991 – Jun 1992	Kenyan National Accounts	Consultant – System Programmer

ACADEMIA

- ✓ **Bachelor of Science - Computer Information Systems,** ROCHVILLE UNIVERSITY (Sarasota, United States- Florida), 2007
- ✓ **Post Graduate Diploma - Management Information Systems,** Institute of Management Sciences – Pakistan, 1998
- ✓ **CMA III Professional Certification,** Institute of Cost and Management Accounting – Pakistan, 1998
- ✓ **CMA II Professional Certification,** Institute of Cost and Management Accounting – Pakistan, 1998
- ✓ **CMA I Professional Certification,** Institute of Cost and Management Accounting – Pakistan, 1994

TRAINING & COMPETENCIES

- ✓ Pursuing Systems Security Certified Practitioner (SSCP)
- ✓ Pursuing Auditing Information Systems for IS Auditors (CISA)
- ✓ Pursuing Cryptography and Network Security, IT Security Foundations
- ✓ Pursuing Project Management (PMI Certification)
- ✓ ITIL® 2011 Edition Foundation
- ✓ Microsoft Windows Server 2012
- ✓ Computer & Information System in Business
- ✓ Using E-mail, the Internet and Social Media Safely in a Corporate Environment
- ✓ Using your Desktop Computer and Mobile Devices Safely
- ✓ Computer Maintenance and Repair
- ✓ Computer Technical Support

ADDITIONAL INFORMATION

Languages:	Swahili & English
Nationality:	Kenyan
Date of Birth:	6th April 1965
Passport No:	AK0090597 valid till 11 April 2028