

NOEL MAKUKWI MUNYAE

Information Technology Professional

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IT System Development | Projects Management | Network Administration | Strategic Planning | PC/Helpdesk Support | Linux Support | Windows OS | Office 365 | Google Workspace | Systems Quality Assurance | Product Management | Office Phone System Support | BI | VM vSphere | WordPress | MySQL | Active Directory | Agile Project Management | Scrum Master | Python and Django

PROFESSIONAL PROFILE

A talented hands-on Information Technology Professional with 10+ years of professional service in information technology support and technical operations. Currently pursuing a certification in Agile Project Management that majors in Scrum Mastering, I also hold the following certifications; Cisco Certified Network Associate (CCNA 1- 4), ITIL v3 Foundation and factoring. Broad knowledge and expertise in strategic planning, IT Business Systems, Network Operations, IT Security and System Analysis. Reputation for providing superior customer service. Adept at leading and improving help desk operations. Expertise in computer and telecommunication network hardware and software maintenance and administration. Prior experience in leading IT software development projects, developing detailed project plans, overseeing product management and coordinating and communicating with IT vendors and overseeing procurement of IT equipment.

Professional Strengths:

- **Analytical Skills:** Possesses exemplary skills to recognize areas of weaknesses requiring improvements and makes recommendations to the management for consideration, approval and implementation.
- **Leadership and influencing:** A transformative leader with impeccable people management skills and demonstrated expertise in an inspiring performance, creating a positive work culture and facilitating conflict resolution.
- **Effective Time Management:** Able to Manage time effectively, especially when working on multiple projects or with various clients at the same time.
- **Interpersonal skills:** Can interact with people effectively and setting time aside to get to know team members on both a personal and professional level, through social activities or teambuilding training, while still maintaining professional boundaries.

Most Proud of:

- Involved in implementing a Supply Chain Finance System to KCB Bank while working for at e-Biashara.
- Involved in the development of FACTS Africa Ltd / e-Kara Fintech Limited in-house supply chain system that drives the supply chain products such as Factoring and Supplier Financing which are modes of Invoice Discounting as well as Buyers Credit.
- Learning and being part of providing working capital to SMEs through the implementation of the above systems.
- Taking lead in the development of risk / credit scoring system and e-invoicing systems at e-Kara Fintech Limited.
- Developed WordPress websites including www.santiagoperfectofoundation.org, www.maddemd.co.ke, www.stpatrickhealthcare.co.ke, www.facmfinance.com, www.factsafrica.com and www.swiftfleet.co.ke
- Implemented SIP line (Voice Over Internet Telephone) on top of the analogue GSM telephone in our PBX at e-Kara Fintech Limited.

PROFESSIONAL EXPERIENCE

IT Manager

e-Kara Fintech Limited (a subsidiary of FACTS Africa Ltd), Aug. 2022 - Ongoing

Key Contributions:

- Oversee product management which involves identifying customers' needs and converting them to technical requirements for development as well as managing relationships with customers and stakeholders.
- Lead, manage, monitor, and track all IT software development projects which involves setting projects goals that meet set timelines and budgets and being the scrum master in managing all the tasks and testing the developed systems.
- Design system pages and structure, and draw workflows which include IDEF0, Swimming Lanes and Basic workflows using Microsoft Visio.
- Manage a team of system developers to ensure developments of products that meet clients and other stakeholders' satisfaction, and that overall quality assurance is met.
- Create and prepare regular management and stakeholders status reports and presentations to help management track all projects.
- Coordinate and communicate with IT vendors and overseeing procurement of IT equipment.
- Manage cloud SaaS platforms including Google Workspace (managing staff email accounts and billing) , Jira Service Desk (acting as a scrum master, creating, managing and tracking system projects, sprints management, assigning and closing issues / tickets and managing billing), Amazon Web Services (creating and managing server instances and managing billing), Git Lab (Managing code versions and billing), Sentry (monitoring systems performance, potential vulnerabilities and billing), GoDaddy Hosting (managing domains and sub domains, web hosting, websites cPanels administration and billing) , Zoom (managing user accounts and billings) and Office 365 (managing user accounts and billing).
- Manage and assist in all PC and IT systems and network support which is both locally and remotely.
- Manage and develop the company's website using WordPress.
- Maintaining inventory of all IT hardware and software licenses to minimize spending on hardware and software licenses.

Senior Quality Assurance Engineer

e-Kara Fintech Limited (a subsidiary of FACTS Africa Ltd), Apr. 2021 – Jul. 2022

Key Contributions:

- Tested existing systems to identify deficiencies and suggested solutions to the identified problems.
- Documented results of tests and shared with the software development team to help in system maintenance.
- Investigated product quality to make improvements to achieve better customer satisfaction and improve user experience.
- Oversaw planning, creating, and managing the overall quality planning strategy to ensure effective implementation.

Operations Manager

FACTS Africa Ltd, Jun. 2019 – Mar. 2021

Key Contributions:

- Took lead in Supply Chain Finance operations (Pooled Factoring, Reverse Factoring, and Invoice Financing) by ensuring proper system functionality and effective support and delivery to our clients.
- Provided coordination, direct-line management of the day-to-day operations and ultimate oversight of the operations department to ensure operations ran smoothly.

- Mitigated operational risks and oversaw compliance with policies, procedures, and legal requirements, including coordinating with pertinent external stakeholders.
- Gave recommendations and improvements to the IT team on what needed to be improved in the system in aim of enhancing system effectiveness, efficiency, and customers satisfaction.
- Built different portfolio reports for different periods using Business Intelligent Analytic Tool (Looker).
- Worked closely with the credit risk department to contribute to the design, implementation and scaling of the repayment and collections strategy, ensuring that clients understood repayment requirements and make timely payments.

IT Administrator

FACTS Africa Ltd, May. 2017 – May. 2019

Key Contributions:

- Managed and troubleshoot local area network, Wi-Fi, telephony and internet to ensure continuous uptime.
- Installed new and rebuilt existing computers and configured hardware and software in accordance with standards and operational requirements.
- Managed Active Directory Services (Server 2012 r2) end user support and remote support to users and ensured problem tracking resolution.
- Administered and managed business applications such as Jira service desk, Google for business(G-Suit), payroll software and developed and maintained company website with WordPress and domain hosts cPanel administration and ensured their integrity.
- Recommended changes to improve systems and network configurations and determined hardware or software requirements related to such changes.
- Planned, coordinated, and implemented network security measures to protect data, software and hardware.
- Participated in development and maintenance of ICT standard operating procedures and policies and ensured their adherence as well process mappings into workflow diagrams.
- Conducted Linux system administration, changed requests and improvements gathering, liaised with developers, upgraded testing and patching to staging and production environments.
- Conducted system user manual documentation and reporting and updated existing ones to ensure that they were all up to date.

Technology Support Assistant

eBiashara Africa Limited, Sep. 2014 – Apr. 2017

Key Contributions:

- Oversaw LAN, WAN and Wi-Fi support and management including network traffic bandwidth and security monitoring configuration, management and troubleshooting of Cisco router, Avaya switches, ubiquity wi-fi access points, printers and computers.
- Conducted Avaya IP Office (PBX) with SIP line and IP Office Call Centre system administration.
- Procuring and deploying new ICT equipment and performed periodical data backup to ensure the right quality of equipment were used to store data.
- Oversaw the administration of business applications such as Zoho Mail, Office 365, Jira Service Desk, Bitrix Intranet, Google for business, payroll software and domain hosts cPanel.
- Oversaw VMware Esxi 6.0 and vsphere client, windows server 2012 active directory administration.
- Oversaw the administration of supply chain finance systems such as Linux server administration and MySQL database administration.

IT Support Assistant

Zenith Business Systems Limited, Oct. 2012 – Sep. 2014

Key Contributions:

- Set up and maintained local area networks to organizations and institutions and troubleshoot any networking issues thereafter.
- Deployed computers and servers installed Windows Operating Systems, Windows Servers 2008 and 2012 and associated peripherals.
- Installed and implementing systems such as hospital management, SACCO management, school management, payroll ad Adempiere Business Suite (ERP).

EDUCATION

Bachelor of Science in Information Technology Jomo Kenyatta University of Agriculture and Technology	Jan. 2009 – Nov. 2012
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Kenya Certificate of Secondary Education Makueni Boys High School	Feb. 2004 – Nov. 2007
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PROFESSIONAL TRAINING AND CERTIFICATION

Agile Project Management (Majoring in Scrum) Coursera	Ongoing
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Foundation Course on Factoring FCI Academy	Jan. 2020 to Apr. 2020
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Microsoft Certified Solution Associate (MCSA) (20410D, 20411D) Computer Pride Training Centre	Apr. 2016 – Jun. 2016
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Certificate of Completion (ITIL v3 Foundation) Africa Value Solutions	Sept. 2015 – Dec. 2015
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Cisco Certified Network Associate (CCNA I - 4) Kenyatta University	May. 2013 – Apr. 2014
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REFERENCES

- Mr. Eric Macharia || Risk Manager || FACTS Africa Limited || Email: eric.macharia@factsafrica.com || Cell: +254 723 612 999
- Mr. Isaac Ndutumo || Global System Administration and Implementation || Save the Children International || Email: isaac.ndutumo@savethechildren.org || Mobile Phone: +254 713 469 929
- Mr. Edward Karani || Product Manager || GoChapaa || Email: edward@karani.co.ke || Cell: +254 720 006 056