

# Benard Thiongo

## IT Specialist

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A dependable, goal-oriented, and customer-focused IT Specialist with over 13 years of experience in maintaining IT systems and providing comprehensive I.T. Implementations and support to users globally across different time zones and inhouse.

Significant expertise in managing Network infrastructure and ERP (ZOHO, SAP, FOCUS, DearPOS, Oracle NetSuite, Tally), Database and User Support experienced in Windows Desktops (CompTIA A+ Certified), Servers, Exchange on premise and Office365, Cisco routers and switches (CCNA & LINUX Certified), Dray Tek firewalls, Citrix Virtual Machines, Amazon Cloud Computing as well as experience in deploying technical projects through full project lifecycle(Agile), currently deployed fully fledged ZOHO ERP cloud based. Real time experience in Linux & Window based VM admin with VM ware v, Citrix, AWS, LINUX & CISCO CERTIFICATION good hands on Web Design, Networking, System Admin, Soft/Hardware maintenance skills(Linux/mac/windows),MS Office 365 admin, proficient in SharePoint and VPN, JAVA, PYTHON,ASP.NET Core in .NET 6: Dependency Injection, HTML+CSS and capacity to adapt to challenging market environment and to handle multiple tasks. Highly skilled at performing due diligence on potential clients around the globe, negotiating contracts, controlling corporate risk, and minimizing costs as well as timely problem solving to create an effective platform for the organization to achieve its set targets and goals. Fluent in English, French and Swahili.

## CORE COMPETENCIES

- Provided support and ideas on several project implementation and supporting team members with daily induction on application and systems.
- Handled several high-level IT projects which included office start-ups, office relocations and refurbishments during the multiple duty travels to over 6 branches in 2 countries I visited.
- More than 6 years of experience in Intunes managing mobile and PDA application by using mobile application management by implementing group policies and controlling users access in specific groups.
- Good hands-on **IBM DataStage** and SQL, currently managing IBM Storewize V3700 SERVER SOLUTIONS managing cloud-based backups with Amazon Web Services.
- More than 10 of experience in handling MAC, Windows and Linux support, upgrade and configure workstation by getting everything in organization synced for end-to-end Apple enterprise management by using JAMF and LogMeln for windows for more than 3 years.
- Currently working on Microsoft Exchange 365 Azure & MIMECAST Mailing system Security Administrator 6years of experience in Zoho Ticketing system, to ensure all IT related troubleshooting are conducted on
- timely manner.
- 6years of experience on ServiceNow to ensure communication amongst department is effective and optimize productivity.
- Proficient in SharePoint with a solid background of 6+ years of hands-on experience. Demonstrated expertise in implementing, customizing, and maintaining SharePoint solutions to enhance collaboration, streamline workflows, and optimize document management. Proven ability to leverage SharePoint features for effective team collaboration, document version control, and seamless integration with other Microsoft Office applications. Adept at providing technical support, user training, and ensuring the ongoing functionality of SharePoint environments. Strong knowledge of SharePoint best practices and a track record of successful project implementations.

- Managing Focus ERP running operating on SQL server platform, executes SQL QUERY whenever required, working hand in hand with accounts to ensure the ERP delivers. .NET developer with SQL Server integration deployment skills.
- Currently implementing ZOHO ERP which requires sql platform to deliver the accurate reports required.
- Manages Matrix time attendance on sql platform and query execution to deliver the correct reports.
- Proficient in setting up and managing LAN / WAN and Networking Devices Administration
- Expertise in managing Microsoft & Linux Servers, Virtualization-Citrix Cloud based solution, good, experienced Citrix VDI,VM Ware.
- Xen Desktop and XenApp, Citrix NetScaler, Storage Solution, MS SharePoint, Salesforce, ZOHO and Sugar CRM, MS Dynamics, Focus ERP, SAP, AVAYA IP Telephone, MS Lync, CISCO Technologies, VPN Solutions-SONIC WALL, Oracle Platform and AWS CI-CD.
- Experienced Information security and event management (SIEM) tools, intrusion detection system (IDS) & other cybersecurity technologies.
- Was responsible for the migration of PC's and laptops from Windows XP to then to Windows 7 and more recently from Windows 7 to 10 via SCCM spanning over 20+ offices in a timely and professional manner - for this I was awarded with an appreciation award in recognition of my efforts.
- IBM Storewize System Solution experience and Dell EMC Back up experience on SQL Query
- Was involved in service operation in a supported environment, providing best practices for achieving the delivery of agreed levels of services to end-users, handling fault calls and requests 25% faster than other IT support engineers.

## EXPERIENCE

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Dec 2021 – to Date

**Wolfis Bike Shop, Dubai, U.A.E**  
IT Specialist, ERP & Digital Transformation Manager.

- Manage to Setup New station in Abu Dhabi with all required I.T. ISO 27001 requirements.
- Zoho implementation and migration from previous google G-suite mails
- Helped streamline repair processes and update procedures for support action consistency. e.g. Creating KB entries, maintaining CMBD CI's. Carried out VIP IT Support.
- Response to various cybersecurity incidents, including malware attacks, phishing attacks and data breaches. Developed and implemented incident response plans,, ensuring swift and effective resolutions minimizing damage and down time. Experienced incident detection, analysis and containment, coupled with proactive approach to security.
- Collaborated with vendors to locate replacement components and resolve advanced problems. e.g. HP, IBM, Lenovo, SITA, Microsoft, APC.
- Became a trusted resource through high-level problem-solving skills. Solved customer issues with 15% more success than the company average using tools such as SD, HPSM, and ServiceNow, JIRA.
- Analysed, investigated customer issues and provided solutions in compliance with Service Level Agreements (SLA's). Commended by management for exemplary troubleshooting skills.
- Explained technical information in clear and concise terms to non-technical users to promote better understanding thereby reducing the number of trouble tickets by 50% at each site.

- Minimized downtime by providing immediate onsite assistance for all technical issues, such as site isolations.
- Spear-headed migration from Exchange Server to Office 365
- ZOHO configuration and implementation.
- Configuring and integrating Zoho Bookings with the existing applications.
- Managing Trello to assist members follow up with their projects and shipping processes.
- Setting up configurators for the bikes displays and AI conjunction with Wahoo App.

Nov 2012 – to Dec 2021

**ATLAS GROUP, Dubai, U.A.E**  
IT Manager (IN station Offices & Remote Support)

- Provided IT support over phone and email as well as other remote tools to multiple users in 2 countries in 24/7 uptime environment, often working double shifts to accommodate time zones, processing over 200 support requests received over a month.
- Collaborated with other departments to implement system-wide improvements. e.g. Raising RFC's, coordinating with outstation for down time, ensuring changes are carried out in the lean period for the respective outstation.
- Helped streamline repair processes and update procedures for support action consistency. e.g. Creating KB entries, maintaining CMDB CI's. Carried out VIP IT Support.
- Explained technical information in clear and concise terms to non-technical users to promote better understanding thereby reducing the number of trouble tickets by 50% at each site.
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- Minimized downtime by providing immediate onsite assistance for all technical issues, such as site isolations.
- Spear-headed migration from Exchange Server to Office 365 and sharepoint implementation and user training.
- ZOHO configuration and implementation.

June 2009 – Sept 2012

**Sols Inclinations Events Limited, Nairobi, Kenya**  
Systems and Network Administrator

- Responsible for the maintenance and repair of routers, switches, and backup systems integral to network functionality.
- Assisted in firewall maintenance throughout the network environment to maintain a secure system.
- Served as the Microsoft Windows as well as a Mac desktop operating system resource person to quickly address complex user issues.
- Performed configuration testing of antivirus software in a networked environment.
- Performed Printer hardware installations, configurations, troubleshooting and problem resolution.

## EDUCATION

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### **Makerere University**

Bachelor of Information Technology - 2009

## PROFESSIONAL QUALIFICATIONS

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- Cisco Certified Networking Associate (CCNA) - Nov 2007
- LINUX Certification – 2008
- Information Technology Infrastructure Library - Sept 2013
- Microsoft Azure Administrator -AZ 103 - Aug 2020
- Microsoft Azure Fundamentals -AZ 900 - Jun 2020
- ICSI | CNSS Certified Network Security Specialist - Jun 2020
- Scrum Fundamentals Certified -SFC - May 2020
- CompTIA A+ Cert. - May 2013
- AWS – June 2020
- Python – January 2021

## CORE SKILLS

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| ▪ Technical troubleshooting   | ▪ VoIP/IP Telephony                    |
| ▪ Windows OS administration   | ▪ Analytical skills                    |
| ▪ Mac OS Administration       | ▪ Organization skills                  |
| ▪ Incident management         | ▪ Active Directory                     |
| ▪ Communication skills        | ▪ SharePoint configuration             |
| ▪ AWS Management Solution     | ▪ Cyber Security                       |
| ▪ Writing skills              | ▪ Process automation                   |
| ▪ Collaboration skills        | ▪ Office 365, Azure, AWS, Intune, SCCM |
| ▪ Agile Scrum, ITIL           | ▪ FOCUS ERP Support                    |
| ▪ Web Scrapping & Data mining | ▪ ZOHO CRM Implementation              |