

# Amara John Okech

## IT Team Leader

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### SUMMARY

Versatile IT professional with 20+ years of experience across various IT domains, from network support to team leadership. Demonstrated success in delivering impactful IT solutions, implementing new technologies, and ensuring seamless technical operations. Skilled in troubleshooting, project management, and end-user support. Eager to bring extensive experience to a challenging IT position.

### EXPERIENCE

#### IT Team Leader

Nairobi

##### Tile & Carpet Centre

04/2017 - 12/2024

- Managed IT projects, including new branch openings and system upgrades
- Led a team of two IT personnel
- Implemented SIP telephony, HRM/Sage-Pastel integrations, and KRA data backups
- Managed website administration, time and attendance systems, and company GSM lines
- Introduced barcoding and licensed radio call systems
- Facilitated video conferencing during the COVID-19 pandemic
- Launched the TACC brand and TCC branches in Dubai
- Successfully managed the IT infrastructure setup and support for the launch of the TACC brand and TCC branches in Dubai
- Managed the changeover of branches from old telephone system to SIP platform
- Provided HRM and Sage-Pastel 200 support for accounts team company wide (SQL database integration)
- Ensured consistent backup of KRA data (A/B files)
- Upgraded TA/Staff clocking system to face-based recognition with mask option, and implemented paperless payslips
- Introduced barcoding for IT equipment, later rolled out company-wide
- Licensed warehouse radio call system for vehicle dispatch

#### IT Administration and Procurement Officer

Nairobi

##### Tile & Carpet Centre

04/2008 - 01/2017

- Managed IT procurement and infrastructure projects
- Managed software licensing and domain renewals
- Resolved alarm security issues and ensured critical equipment power backups
- Administered user mail accounts for over 100 users (upgraded from MDAemon 9 and 10 to 11 with Security Plus)
- Administered Anti-Virus for over 120 users (Kaspersky Administration Kit MP4 Version 6.0)
- Ensured timely resolution of alarm security issues
- Connected critical equipment (servers, SAN devices, routers, switches, PABXS, POS units) to clean power with 8-hour backup

#### Network Support Technician

Nairobi

##### Tile & Carpet Centre

08/2002 - 05/2008

- Installed and configured computer hardware, software, and networks, including VoIP
- Provided user support and maintained VHF radio systems.
- Liaised with vendors and managed staff ID tag issuance.
- Upgraded network from 30 to over 100 computers.
- Implemented ETR machines and CCTV systems.
- Expanded network from 30 to over 100 computers (wired LAN and wireless inter-branch network).
- Managed ICT voice and data installation for Mombasa showroom and go-downs, and Nairobi go-down relocation (wireless bridge point-to-point links).
- Upgraded telephone infrastructure from analog to digital PABX (Panasonic).
- Implemented Kenya Revenue Authority's Electronic Tax Registry (ETR&ESD) machines.
- Installed Wi-Fi network to expand wired LAN.
- Implemented video conferencing between Nairobi-HQ and Mombasa office.
- Transitioned antivirus systems from F-Secure to Kaspersky.
- Installed ISDN line and call management software.
- Successfully converted all software projects to VB.Net 2005, demonstrating adaptability to new technologies.
- Planned and implemented CCTV systems.

#### Computer Hardware and Software Technician

Nairobi

##### Desktop Solutions

04/2002 - 08/2002

- Installed and diagnosed computer hardware and software systems
- Performed network installations and configurations
- Responded to service contract client problems and performed scheduled maintenance

#### Self-Employed Technician

Nairobi

##### Company Name

04/2001 - 04/2002

- Installed and diagnosed computer hardware, software, and networks
- Developed a client base for ongoing advice and services

## EXPERIENCE

### Computer Hardware and Software Technician

#### BlueChip Technologies

Nairobi

08/2000 - 04/2001

- Assembled computer systems and provided technical support
- Installed networks, including Windows 2000 Server and Novell Networks

### Computer Hardware and Software Technician

#### Debonairs Branches of Hoggers Ltd

Nairobi

08/1999 - 06/2000

- Administered 20 networked computers across 5 Steers and 3 Debonairs branches
- Performed on-site repairs and preventative maintenance
- Generated sales and stock reports
- Promoted to Assistant Computer Manager
- Integrated email system and installed computer systems for new branches
- Successfully integrated an email system for improved inter-branch communication

### Computer Hardware and Software Technician

#### Iris Systems Ltd

Nairobi

01/1999 - 08/1999

- Installed and diagnosed computer hardware, software, and networks
- Provided support for sold systems
- Set up a peer-to-peer network for a secondary school

### Software Programmer

#### Unique Software Designers

Nairobi

03/1997 - 02/1998

- Developed and installed customized software for clients
- Performed systems analysis and design.
- Responded to client queries.
- Contributed to an integrated stock, payroll, and production system
- Played a key role in developing an integrated stock, payroll, and production system for Jomo Kenyatta Foundation, showcasing ability to contribute to complex software projects.

## EDUCATION

### Bachelor of Arts History and Sociology

#### Egerton University

Njoro

01/1990 - 01/1995

### Diploma in Systems Design (COBOL)

#### Graffins College

Nairobi

01/1998 - 09/1998

### Certificate in Computer Programming (QBasic, MS-DOS, WordPerfect)

#### Associated Computer Services

Nairobi

03/1996 - 09/1996

### Windows NT 4.0 Server Administration

#### Kenya Power Training School

Nairobi

01/2001 - 01/2002

### Certificate of Secondary Education

#### Upper Hill High School

Nairobi

01/1986 - 01/1989

## TRAINING / COURSES

### Certificate in Computer Electronics Engineering

#### Infotech Training Centre

### CCNA (Cisco Certified Network Administrator)

#### Computer Training Centre

### CPA Section 1 & 2 (Part 1)

#### Computer Training Centre

## LANGUAGES

English (Proficient)

Swahili (Proficient)

## SKILLS

Action Planning, Active Directory, CCNA, CCTV, Cisco, Cisco Routers, COBOL, Cybersecurity, EMR, Google Meet, IRIS, MS-DOS, P2P, SAGE, SIP, SQL, Switches, VB.Net, Video Conferencing, VOIP, VPN, WAN, Kaspersky, Windows 2000, Zoom, NET, Gmail, Payroll, Wi-Fi, Routers

## REFERENCES

### **Mr. Moses Munyua**

Imports Team Leader  
Tile & Carpet Centre  
Tel: 0723-410331  
Nairobi

### **Mrs. Miriam Many**

Senior Academic Registrar  
University Of Nairobi, Medical School  
Tel: 0733-391207  
Nairobi

### **Mr. Stephen Macharia**

Business Development Executive  
Tile & Carpet Centre  
Tel: 0722-553985  
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