

**MICHAEL JAOKO OKITTE**

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**PROFESSIONAL SUMMARY**

Experienced IT professional with extensive expertise in network management, system administration, repair maintenance and technical support. Proven ability to implement and maintain IT systems, ensuring optimal performance and security. Skilled in managing ERP systems, network configurations, and hardware/software troubleshooting. Adept at contributing to team goals and adapting to new technologies.

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**EDUCATION****Diploma in Electrical Engineering (Electronics Option)**

Railway Training Institute, September 1996 – December 1999

**Kenya Certificate of Secondary Education**

Usenge High School, 1992 – 1995

**Kenya Certificate of Primary Education**

Nyalunya Primary School, 1984 – 1991

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**PROFESSIONAL EXPERIENCE****Propack Kenya Limited*****IT Specialist***

May 2023 – May 2025

- Implement and manage network security, file permissions, and backup schedules.
- Administer and maintain the Digital PABX Telecommunications system.
- Oversee installation and maintenance of IP-based CCTV Network Systems.
- Manage software updates, including Antivirus and Sophos Firewall, ensuring data security.
- Provide user support and training on software such as SAP HANNA, MS Office 365 Suite.
- Handle network management using Cisco tools, including VLAN configurations.
- Administer Time Management software and generate daily and monthly reports.
- Oversee the installation and wiring of Electrical panels in a new production line.

**Raiply Woods (K) Ltd*****IT Technician***

January 2003 – April 2023

- Configured and maintained Windows Server environments and user workstations.
- Implemented network security measures and managed backup procedures.

- Installed and supported Time Attendance Systems integrated with SAP ERP.
- Managed SAP ERP modules, including Time Management and Personnel Administration.
- Administered PABX Telecommunications systems and managed Time Attendance System software.
- Performed fault diagnosis and repairs on electronic and computer hardware.
- Provided training and support on various software packages.

#### **Visual Data Systems**

##### ***IT Support Technician***

April 2001 – December 2002

- Provided hardware and software support for desktops, notebooks, and servers.
- Performed repairs and maintenance on electronics and electrical items.
- Configured and fault-finded Windows Operating Systems and related programs.

#### **Galaxy Telecoms / Miltech Technologies**

##### ***Part-Time Technician***

November 2000 – March 2001

- Assisted with IT support and technical services.

#### **Microwaves Systems Limited**

##### ***Technical Support***

January 2000 – October 2000

- Conducted maintenance and fault diagnosis for various electronic and electrical devices.

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### **SKILLS**

- **Technical Skills:** Network Security, Cisco Networking Tools, SAP ERP, SQL Database Management, Active Directory, VMware, Office 365, Repairs to component level of electronics.
  - **Software Proficiency:** Microsoft Word, Excel, PowerPoint, Access, MS Outlook.
  - **Hardware:** PC Maintenance, Fault Diagnosis, UPS, Monitors, Printers, Fax Machines.
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### **LANGUAGES**

- English (Fluent)
- Kiswahili (Fluent)
- Luo (Fluent)

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## REFERENCES

### **Mr. Moses Ooko Obat**

Maranga Electricals and Contractors

Cell: 0728-268908 | Eldoret

### **Mr. Bildard O. Agwena**

Microline Systems Ltd

Cell: 0722-615223 | Nairobi

### **Mr. George Mathews**

Head of IT Department, Raiply Woods (K) Ltd

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