

MUTUKU MULI

ICT Manager | Project Manager

+254713039347 | +254726771 454 @ mutukumuli@gmail.com <https://www.linkedin.com/in/muli-mutuku-b1a81419/>
Nairobi, Kenya

SUMMARY

Seasoned ICT Manager and Project Manager with over 14 years of experience leading and executing complex ICT infrastructure projects and managing large-scale technology initiatives across diverse sectors. Adept in steering end-to-end project lifecycles, from conceptualization to delivery, ensuring alignment with organizational goals, on-time completion, and adherence to budget constraints. Expert in ICT service delivery, systems support, network infrastructure optimization, and cybersecurity. Proven ability to design and implement innovative solutions that enhance operational efficiency, improve system reliability, and safeguard critical data. Boasts of driving digital transformation, ICT strategies, and large-scale projects across various sectors, including UN Peacekeeping Missions, Humanitarian Organizations, FinTech, and Technology Providers. Highly skilled in managing cross-functional teams, stakeholder collaboration, and vendor negotiations to drive business process re-engineering and cost-saving initiatives. Recognized for expertise in refining technology onboarding, implementing pre-emptive ICT maintenance schedules, and leading pivotal digital transformation initiatives.

EXPERIENCE

ICT Officer

Project Masam 07/2021 - Present SafeLane, Yemen

In this capacity I worked with in a Humanitarian Mine Clearance Project.

Key Contributions:

- Attained a 65% reduction in breakdowns and an 80% decrease in downtime through proactive preventative maintenance and a comprehensive System Audit Plan, boosting system reliability and productivity.
- Improved systems security by 50% through strategic IT Security initiatives, including network security measures and proactive threat management.
- Directed the design, implementation, and maintenance of ICT infrastructure projects, including VSAT, HF, VHF telecommunication, LAN, and WAN technologies, ensuring on-time and within-budget delivery.
- Supervised critical network and security services, encompassing Internet services, Telephony, Cloud Infrastructure, Active Directory, VPNs, Firewalls, and End-point security.
- Formulated and executed ICT policies and comprehensive project plans aligned with organizational strategies, optimizing resource utilization and ensuring regulatory compliance.
- Built and maintained productive vendor relationships, ensuring contract adherence and high service levels to maximize value.
- Led business process re-engineering and streamlined equipment installation and maintenance processes, enhancing productivity, efficiency, and equipment longevity.
- Participated in annual ICT planning and budgeting, and managed ICT inventory to support seamless operations and minimize disruptions.
- Conducted training sessions for project personnel to enhance ICT equipment utilization and liaised with Operations and Project Managers to align equipment allocation with field requirements, supporting efficient project operations.

ICT Service Delivery Coordinator

BSK Global Technologies Ltd 12/2020 - 07/2021

Key Contributions:

- Achieved a significant improvement in Turn Around Time (TAT) for resolving customer issues, elevating performance metrics from 65% to 92% within four months.
- Managed service desks for major systems including Airtel/Ecobank Xpress, Airtel/Maisha Bank M-Fanisi, and Nyandarua County Revenue Collection. Established and enforced Service Level Agreements (SLA) and Operational Level Agreements (OLA), enhancing operational efficiency.
- Closed 70% of open cases within three months, boosting service delivery speed and customer satisfaction.
- Oversaw daily operations including incident, problem, change, service requests, and asset management, adhering to ITIL best practices. Built and maintained strong relationships with cross-functional teams and senior leadership, improving service quality and meeting customer expectations.
- Reduced paperwork by 75% and streamlined workflows through process re-engineering across three departments. Achieved a reduction in customer complaints and an increase in compliments, reflecting a focus on customer-centric strategies.

EDUCATION

Master of Science | Project Planning and Management

Mount Kenya University

05/2023 - 2024 Kenya

Master of Science | Applied Information Technology

Africa Nazarene University

05/2018 - 07/2021 Kenya

Bachelor of Information & Communication Technology

Mount Kenya University

01/2014 - 12/2017 Kenya

Graduate Diploma | Wireless Communication

Cambridge Association of Managers

03/2013 - 05/2015

Diploma | Business Management

Kenya Institute of Open Learning

04/2010 - 08/2012

Diploma | Telecommunications Engineering

Kenya Railways Training Institute

09/2002 - 11/2005

CAREER HIGHLIGHTS

Attained a 65% reduction in breakdowns and an 80% decrease in downtime through proactive preventative maintenance and a comprehensive System Audit Plan, boosting system reliability and productivity.

Achieved a significant improvement in Turn Around Time (TAT) for resolving customer issues, elevating performance metrics from 65% to 92% within four months.

Upgraded VSAT internet from KU to C-band, doubling bandwidth while reducing costs. Redesigned Project Masam's LAN campus and actively monitored network performance, ensuring optimal throughput and Quality of Service for end users.

Led the deployment of the LearnPro mobile-based training platform for Kenya Commercial Bank, supporting over two million farmers in Kenya and Rwanda to access KSh35 billion in agri-business loans through the MobiGrow program.

Led the implementation and management of an online revenue collection system for Nyandarua County, improving revenue collection efficiency and transparency.

INDUSTRY EXPERTISE

Project Management

EXPERIENCE

Military Tactical Communications Trainer

Amentum | G5 Joint Force Support | Africa Regional Counterterrorism

📅 08/2019 - 02/2022 📍 Mauritania (Aug.-Dec. 2019) | Niger (Jan-Feb 2022)

In this capacity I worked on VHF, HF, and Data Communications Systems.

Key Contributions:

- Conducted training for military ICT personnel on network administration, maintenance, and troubleshooting, ensuring operational continuity and skill retention.
- Managed and implemented a structured training program, including workflow development, resource allocation, and risk assessments with mitigation strategies.
- Delivered training on communication systems and ICT equipment, including Barrett, Icom, Motorola, Harris HF and VHF radios, Alcatel-Lucent OXO Connect PBX, and Night Vision devices.
- Customized training curriculum based on trainee skill levels to achieve optimal proficiency in field operations.
- Designed and optimized network solutions, troubleshooting networks with multiplexing and military cryptographic equipment.
- Developed Training Standard Operating Procedures (SOPs) to standardize practices and improve operational efficiency.

Head of ICT

CTSAMVM | IGAD

📅 10/2018 - 03/2019 📍 Amentum, South Sudan

In this capacity, I worked with a multinational body for South Sudan Peace Monitoring & Compliance.

Key Contributions:

- Developed and executed the ICT annual work plan, budget, and roadmap while implementing the office's business continuity and disaster recovery plans to ensure resilience.
- Optimized LAN and WLAN infrastructure for enhanced network performance, supporting seamless operations. Collaborated with UNMISS Mission Support to ensure CTSAMVM/IGAD personnel were fully equipped with ICT resources for field operations.
- Monitored and ensured optimal performance of VSAT equipment and Microwave assemblies, improving communication reliability and achieving target Quality of Service (QoS).
- Led technology projects, including developing a ticketing system that streamlined processes and boosted efficiency.
- Negotiated to double internet bandwidth without extra cost, redesigning CTSAMVM/IGAD South Sudan's internet infrastructure to enhance connectivity and cost savings.

Telecoms Engineer

Trigyn Technologies Inc

📅 11/2009 - 10/2018 📍 South Sudan

In this capacity, I worked with UN Mission in South Sudan.

Key Contributions:

- Collaborated with Senior Regional Management and HQ-based ICT teams to support strategic ICT initiatives and successfully complete key projects.
- Contributed to implementing an inventory management system using UMOJA (SAP-based tool) for real-time tracking of ICT assets, enhancing accuracy and operational efficiency.
- Helped implement a CRM system (iNeed) for service request tracking, improving service delivery by adhering to ITIL concepts.
- Coordinated office facilities, logistics, ICT resources, procurement, security, and safety for ICT equipment, ensuring efficient operations and safeguarding assets.
- Set up, installed, and maintained specialized communication equipment, including Polycom, PA systems, and video conferencing systems, optimizing readiness and functionality.
- Managed installation, configuration, and maintenance of communication systems, ensuring seamless operation and reliability.
- Oversaw telecommunication infrastructure maintenance, including VHF/UHF/HF radios and VSAT systems, through proactive programming and troubleshooting.
- Led the installation of auxiliary equipment such as power supplies, solar power systems, and UPS units to enhance resilience and uninterrupted service.
- Improved end-user support by managing VHF/UHF/HF radio installation for Bases, Mobiles, and Radio rooms, strengthening organizational communication capabilities.
- Provided ICT support to affiliated UN agencies (UNOPS, UNDSS, UNMAS, IGAD/CTSAMVM) and military and police components, bolstering mission-wide technological infrastructure.

INDUSTRY EXPERTISE

Network Security



Threat Hunting



Technology Adoption



Network Infrastructure



Cybersecurity



ICT Governance



Logistics and Supply Chain Management



Learning Management Systems



Cloud Computing



ICT Audits and Risk Assessments



PUBLICATIONS

LEGAL AND ETHICAL IMPLICATIONS OF DATA PRIVACY IN ARTIFICIAL INTELLIGENCE

International Journal of Innovative Science and Research Technology

Muli Mutuku

<https://tinyurl.com/yc2jf7ke>

A Review Of Data Privacy Among Learners In Kenyan Secondary Schools.

CERTIFICATIONS

Certified Ethical Hacker (CEH)

Certified Associate in Scrum Fundamentals

ISO/IEC 27001-Information Security Associate

ISO/IEC 20000-IT Service Management Associate

Fortinet NSE 1-3 Network Security Associate

SAP S/4HANA Presales Consultant

Certified Information Security Manager

Microsoft Certified Azure Fundamentals

Microsoft Certified Security Compliance and Identity

Oracle Cloud Infrastructure

VMware-Server Virtualization

Huawei HCIA-Datacom

Huawei HCIA-Security

Sophos Central Endpoint & Server Engineer

CONSULTANCY EXPERIENCE

Special Projects Manager

Teledata Technologies Ltd

07/2020 - 11/2020

Key Contributions:

- Managed internal projects with financial efficiency, completing them on time and within budget, ensuring optimal resource utilization.
- Designed and deployed innovative ICT solutions that addressed organizational needs, showcasing expertise in both strategy and implementation.
- Collaborated with technology stakeholders to align ICT initiatives with business growth strategies, driving advancements that supported organizational objectives.
- Defined project scopes and objectives in collaboration with stakeholders, ensuring clear communication and alignment throughout the project lifecycle.
- Prepared and managed RFQs, Tenders, EOs, and bid proposals, streamlining procurement processes and ensuring thorough documentation.

Systems Support Lead-Africa

Centum Learning Limited | Bharti Airtel Ltd

05/2019 - 08/2019

Key Contributions:

- Led the deployment of the LearnPro mobile-based training platform for Kenya Commercial Bank, supporting over two million farmers in Kenya and Rwanda to access KSh35 billion in agri-business loans through the MobiGrow program.
- Directed the successful selection, implementation, and administration of a new Learning Management System (LMS), streamlining operations by managing user logins, permissions, user groups, learning paths, and course enrolments.
- Proactively identified, troubleshooted, and resolved LMS-related issues, maintaining core functionalities like registration, notifications, training administration, and resource management for a smooth and effective user experience.

TRAINING / COURSES

Identity and Access Management

Logistics and Supply Chain Management

Information Technology Linux Network Administration

Practical Cyber Threat Intelligence

DevOps Engineering

Microsoft Cybersecurity Pro Track Security in Office 365

Windows Penetration Testing Essentials

Network Ethical Hacking (Kali-Linux)

Windows Server 2019-Installation and Configuration

Cybersecurity Awareness

MikroTik Hotspot Certification

CompTIA Network +

CompTIA Security +

CCNA-Routing and Switching

Satellite Communications and Vsat Networks

CompTIA Linux+

Certified Information Security Manager (CISM)

Data Protection

BSAFE-UNDSS

Software Development (HTML, CSS, PHP, MySQL, Java & Android)

Safe and Secure Approaches in Field Environments (SSAFE)

Information system Security Awareness

International public sector accounting standards (IPSAS)

Codan HF radio communication systems

SAP S/4HANA Presales Consultant

Strategic Applications in ICT Projects & Program Management | Kenya Association of Project Managers

CERTIFICATIONS

PRINCE 2 Foundation | Project Management

CCNA Cybersecurity

Information Technology Infrastructure Library

Certificate of Participation | 16th AfICTA Quarterly eConference

COBIT Framework - Foundations of IT Governance | ALISON

<https://alison.com/certification/check/4fabb7a60c>

MEMBERSHIPS

Computer Society of Kenya

Communications Authority of Kenya

EC-Council

Kenya Cyber Security and Forensics Association(KCSFA)

Kenya Association of Project Managers(KAPM)

PROJECTS

Migration to Atlas Nxt SaaS Platform

- Led the migration of GRID to Atlas Nxt, a single-solution SaaS platform, handling product demos, onboarding, product mapping, and completing the migration and piloting process.

VSAT Internet Network Upgrade

- Upgraded VSAT internet link from KU to C-band, doubling bandwidth and reducing costs. Redesigned Project Masam's LAN campus, optimizing VSAT and Microwave performance.

Ecobank and Airtel Xpress Suite Management

- Managed service desk, change management, & SLAs for Ecobank & Airtel's Xpress Suite, ensuring smooth operation of the mobile loan & savings systems.

Kenya Bureau of Standards (KEBS) Automation

- Implemented an automated system for manufacturers to apply for Standardization and Diamond Marks of Quality, destination inspection, and exemptions, streamlining processes for KEBS.

Maisha Bank and Airtel M-Fanisi Suite Management

- Managed service desk, change management, and SLAs for Maisha Bank and Airtel's M-Fanisi suite, ensuring seamless mobile loan and savings services.

Nyandarua County Revenue Collection System

- Led the implementation of an online revenue collection system for Nyandarua County, improving the efficiency and transparency of the county's revenue collection processes.

LANGUAGES

Kiswahili

Native ●●●●●

English

Proficient ●●●●○