Samuel Mugo Njoroge CCSI #33609

+254 720 758 340 | smlnjoroge@gmail.com or samuel@bakaya.tech | Nairobi, Kenya

Professional Summary

Accomplished IT leader with 10+ years' experience driving regional IT operations, service delivery, and infrastructure optimization across global organizations, with a strong track record in aligning technology with business goals, leading remote work transitions, and ensuring compliance and continuity in complex environments.

Core Competencies

- Regional IT Service Delivery

- Stakeholder & Vendor Management

- Tender Evaluation & Procurement Compliance

- End-User Support & Escalation Management

- IT Infrastructure & Asset Lifecycle Management

- Cross-Functional Leadership

- Cloud Technology Integration (Office 365, Azure, AWS)

- ITIL Service Management (Incident, Problem, Change)

- Risk Mitigation & Business Continuity Planning

- Strategic Communication & IT Reporting

Professional Experience

ICT Network and Infrastructure Manager

Amref Health Africa | Nairobi, Kenya | *January 2017 – March 19th 2025*

- Acted as regional IT lead for Amref, supporting 20+ global offices by delivering standardized IT services, aligning infrastructure with strategic goals, and enabling seamless cross-functional collaboration.

- Managed full IT asset lifecycle, including procurement, deployment, inventory control, asset tagging, decommissioning, and vendor coordination to ensure compliance and cost-efficiency.

- Oversaw the administration of enterprise networks, virtual machines, and unified storage systems.

- Implemented ITIL-based incident, problem, and change management processes to improve service delivery.

- Developed and enforced IT policies, standards, and best practices to enhance infrastructure resilience and security.

- Spearheaded disaster recovery planning and testing, ensuring compliance with GDPR, HIPAA, and ISO 27001.

- Monitored and optimized server uptime, network performance, and security across 20+ global offices.

- Collaborated with stakeholders to plan and execute infrastructure upgrades and end-of-life replacements.

- Trained and mentored ICT staff, fostering professional development and alignment with organizational goals.

- Participated as a member of the Amref's Tender Committee, overseeing procurement of IT services and infrastructure worth over $3 million, ensuring compliance with policies and value-for-money outcomes.

Network Administrator

Vectrus Inc. | Qatar & Kuwait | *Nov 2012 – Dec 2016*

- Managed Cisco switches, routers, UCS, MPLS networks, and Palo Alto firewalls.

- Installed and maintained enterprise data, voice, and wireless infrastructure.

- Ensured compliance with Sarbanes-Oxley regulations and provided end-user training.

ICT Training Manager

Technobrain (K) Limited | Nairobi, Kenya | *Jan 2010 – Oct 2012*

- Developed training frameworks and delivered Cisco CCNA, CCNP, and security courses.

- Coordinated regional training programs across East Africa, including Tanzania, Uganda, and Ethiopia.

- Provided technical support and mentorship to students and networking teams.

Key Achievements

• Seamlessly led Amref's shift to remote work during the COVID-19 lockdown across global teams.

• Oversaw IT infrastructure projects in 20+ locations, achieving 99.9% uptime and enhanced cybersecurity posture.

• Drove procurement decisions worth over $3M+ through tender committee participation.

• Reduced system recovery time by 40% through a well-tested disaster recovery plan.

• Virtualized regional data centers, lowering operational costs by 25%.

Education

Bachelor's degree in information technology
Kenyatta University | Nairobi, Kenya | *Apr 2004 – Aug 2007*

Diploma in Information Technology
The Mombasa Polytechnic | Mombasa, Kenya | *Jan 2003 – Nov 2004*

Certifications and Training

- Amref Leadership Management training by FranklinCovey

- Cisco Certified Network Professional (CCNP) – Routing & Switching, Data Center

- Windows Server Administration

- ITIL® Foundation Certified – IT Service Management

- CompTIA Advanced Security Practitioner (CASP)

- VMware Certified Associate – Data Center Virtualization

- Palo Alto Networks Certified (PCNSE)

- Fortinet Network Security Expert (NSE4)

- IPv6 Certified Engineer | *Feb 2016*

Technical Skills

- **Networking**: Cisco Switches/Routers, SD-WAN, MPLS, Palo Alto Firewalls

- **Virtualization**: VMware, Hyper-V

- **Cloud Platforms**: Office 365, Azure, AWS, Openstack

- **Security Tools**: Trellix EPO, Veritas, Veeam, FortiNet

- **Operating Systems**: Windows Server, Linux

- **Project Management**: Agile, ITIL

Languages

- English (Fluent)

- Swahili (Fluent)

Travel

Willing to travel globally.

References   Available upon request.