Leshan Nang'eya

IT & AI Strategist | Software & Networking Expert | Digital Innovation Leader

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Professional Summary

Innovative **IT & AI Strategist** with extensive expertise in **IT service management, digital transformation, enterprise solutions, and AI-driven automation**. Skilled in **Agile methodologies and ITIL best practices**, ensuring efficient project execution, service optimization, and continuous improvement. Adept at designing and implementing **problem management frameworks, optimizing SAP ERP systems, and enhancing IT infrastructure** for business efficiency. Strong background in **software engineering, networking, and cybersecurity compliance**, ensuring seamless digital operations. Proven ability to **leverage AI technologies, automate workflows, and drive IT innovation**, aligning technology with business goals to optimize performance and scalability.

Key Skills & Competencies

- IT Service Management & Problem Resolution
- ITIL Best Practices & Agile Methodologies
- Enterprise IT Infrastructure & Application Support
- SAP ERP Optimization & Digital Workflow Automation
- AI-Driven Automation & Digital Transformation
- Cybersecurity, Data Privacy & Compliance
- Process Improvement & IT Strategy Development
- Stakeholder Collaboration & Technology Integration
- IT Project Management & Innovation
- IT Budgeting, Financial Planning & Resource Optimization

Work Experience

Stele Media Limited – Nairobi, Kenya

Lead IT & AI Solutions Consultant (2017 – Present)

- Led the integration of AI-driven automation tools, optimizing digital workflows and increasing business efficiency by 20% through solutions like Jasper AI and ClickUp.
- Designed and implemented **problem management frameworks**, enhancing IT service stability and ensuring proactive issue resolution in line with ITIL best practices.
- Spearheaded automation of sales processes using **Zoho Zia**, leading to a 15% boost in sales performance through predictive analytics and intelligent automation.
- Provided **strategic IT consultancy**, aligning technology solutions with business goals to optimize performance, scalability, and operational resilience.
- Directed **enterprise IT projects**, ensuring seamless digital transformation and high-impact change implementation for clients across industries.
- Managed cross-functional collaboration to **identify, analyze, and resolve recurring IT issues**, minimizing downtime and improving system reliability.
- Applied Agile methodologies to **streamline IT processes**, optimize SAP ERP systems, and improve IT infrastructure, ensuring compliance with cybersecurity and regulatory standards.
- Delivered actionable insights using **data-driven reporting**, tracking problem resolution trends and driving continuous service improvement.

IT Operations & Digital Strategy Lead

Standard Group PLC – Nairobi, Kenya
2011 – 2016

- Designed and executed **IT Problem Management frameworks** aligned with **ITIL best practices**, reducing system failures and optimizing service delivery.
- Successfully deployed and managed **SAP ERP systems**, enhancing financial reporting, procurement, and operational efficiency.
- Led the **integration of PPI Media with SAP**, automating publishing workflows, ad booking, and revenue tracking.
- Implemented **Google Ad Manager integration with SAP**, streamlining digital ad placement, performance tracking, and automated billing.
- Conducted **root cause analysis for IT incidents**, implementing preventive measures that reduced system downtime.

- Developed and maintained **IT service management KPIs**, presenting data-driven reports on IT performance to executive leadership.
- Ensured **100% adherence to cybersecurity and data privacy compliance**, implementing security protocols and risk mitigation strategies.
- Led **high-impact digital transformation initiatives**, aligning technology with business objectives to drive innovation and operational efficiency.
- Provided **technical training and development of IT manuals**, ensuring effective knowledge transfer and seamless system adoption.
- Facilitated **workshops and training sessions** to enhance IT team proficiency in **SAP ERP, PPI Media, and Google Ad Manager** utilization.
- Oversaw the **modernization of IT infrastructure**, optimizing **server architecture, cloud solutions, and enterprise resource planning systems**.

Senior Software Engineer

Kenya Airport Parking Services – Nairobi, Kenya
 Jan 2010 – Dec 2010

- Developed, tested, and maintained **custom enterprise applications** for parking management and revenue collection.
- Played a key role in the **design, implementation, and deployment of the Maasai Mara ticketing system**, streamlining access control and financial reporting.
- Engineered **database structures in MySQL and SQL Server 2008**, optimizing query performance for large transaction volumes.
- Integrated **mobile and web-based payment solutions**, facilitating cashless transactions for visitors.
- Designed **user-friendly dashboards and reports**, enabling park administrators to track visitor trends and revenue analytics.
- Implemented **API integrations** with external systems, ensuring seamless data exchange with tourism and government platforms.
- Monitored and improved IT infrastructure, ensuring **high availability and failover mechanisms** for critical systems.
- Provided ongoing system support, troubleshooting, and software updates, ensuring the reliability of ticketing and parking systems.

Web Designer & Software Developer

Kenya Development Palace – Nairobi, Kenya
 Jan 2008 – Dec 2009

- Designed, developed, and maintained **dynamic websites and web applications** using **HTML, CSS, JavaScript, PHP, and MySQL**.
- Built and modified software modules tailored to business requirements, ensuring efficiency and scalability.
- Developed **custom CMS (Content Management Systems)** using **PHP and MySQL**, enabling clients to manage website content effortlessly.
- Designed and optimized UI/UX for websites using tools like **Adobe Dreamweaver, Photoshop, and Fireworks**.
- Created **interactive and responsive designs** using **JavaScript (jQuery) and AJAX** for enhanced user experience.
- Integrated **SEO best practices** to enhance website visibility, leveraging **meta tags, keyword optimization, and backlinks**.
- Maintained version control and source code repositories using **Subversion (SVN)**.
- Provided **technical documentation and training** to clients on website management and content updates.
- Assisted in setting up **basic networking and IT support**, including configuring **Windows XP and Windows Server 2003** environments.
- Coordinated with project teams to develop **prototypes** and ensure alignment with client expectations.

IT Support & Network Engineer

State Law Office – Nairobi, Kenya
 Jan 2007 – Dec 2007

- Designed and deployed **functional networks (LAN, WLAN, WAN)** to improve office connectivity and communication.
- Configured and installed **Windows Server 2003, Active Directory, and Exchange Server 2003**, ensuring seamless user authentication and email management.
- Provided **desktop support** and troubleshooting for **Windows XP, Windows Vista, and Microsoft Office 2003**, ensuring smooth IT operations.
- Managed **network security** by implementing **firewalls (Cisco ASA, pfSense) and antivirus solutions (McAfee, Norton Antivirus)** to protect sensitive government data.

- Automated routine tasks using **batch scripting and Windows Task Scheduler**, improving IT service delivery.
- Created and maintained **network documentation and IT support manuals** for future reference and staff training.
- Deployed and configured **printers, scanners, and VoIP communication systems**, enhancing office efficiency.
- Assisted in setting up and managing **structured cabling systems**, ensuring optimized data transmission.
- Conducted **data backups and recovery planning**, utilizing **Symantec Backup Exec** and external storage solutions to prevent data loss.
- Monitored and optimized **network performance** using tools like **Wireshark and PRTG Network Monitor**, minimizing downtime.
- Provided **technical support and IT training** to non-technical staff, ensuring smooth system adoption and cybersecurity awareness.

Rapid Results Initiative (RRI) for the Registrar of Companies

- Played a key IT role in the **Rapid Results Initiative (RRI)**, aimed at streamlining business registration processes and reducing turnaround times.
- Supported the **digitization of company records**, improving efficiency in business name searches and registration.
- Assisted in the deployment of **document management systems**, enabling faster retrieval and processing of company registration documents.
- Implemented **database optimization techniques** in **Microsoft SQL Server 2005**, enhancing query response times.
- Provided **real-time technical support** to ensure the uninterrupted operation of newly automated systems.
- Conducted training sessions for staff on the use of **newly introduced digital platforms** for company registration and compliance tracking.

Education

Bachelor of Science in Information Technology
Jomo Kenyatta University of Agriculture and Technology (JKUAT) | 2004 – 2008

Certifications & Training

- **ITIL Knowledge & Best Practices** *(Expertise in IT Service Management, Problem Resolution, and IT Operations Optimization)*
- **Virtual Assistant Certification** – ALX *(Issued November 2024)*
- **SAP ERP & Enterprise IT Systems** *(Extensive hands-on experience in deployment, integration, and optimization of SAP ERP, Microsoft Dynamics, and digital workflow automation)*
- **Cybersecurity & Compliance (ISO 27001, GDPR)** *(Proven expertise in data privacy, risk mitigation, and security framework implementation for enterprise IT environments)*
- **AI & Automation Technologies** *(Proficient in AI-driven automation tools like Jasper AI, Zoho Zia, ClickUp, and ChatSpot for workflow optimization and business intelligence)*
- **Cloud Computing & IT Infrastructure** *(Hands-on expertise in AWS, Azure, Google Cloud for enterprise IT modernization and digital transformation projects)*
- **IT Service Management & Agile Methodologies** *(Practical experience in ServiceNow, Jira, and Agile frameworks for IT project management and system efficiency enhancement)*

Technical Proficiency

AI & Automation Tools

- **Jasper AI, Zoho Zia, GrammarlyGO, ChatSpot (HubSpot), Otter AI** – Leveraged AI-driven automation for **workflow optimization, predictive analytics, and intelligent business decision-making**, enhancing efficiency at **Stele Media Limited**.
- **ClickUp** – Implemented AI-powered task automation and project tracking, **boosting IT service management efficiency** across multiple organizations.

Software Development & Web Technologies

- **HTML, CSS, JavaScript, Python** – Developed and maintained **enterprise applications, CMS platforms, and digital solutions** for **Kenya Development Palace, Kenya Airport Parking Services, and Standard Group PLC**.
- **PHP, MySQL, .NET Framework** – Engineered **scalable ticketing and payment systems**, including the **Maasai Mara Ticketing System**, optimizing revenue collection and access control.

Enterprise Resource Planning (ERP) & Digital Workflow Automation

- **SAP ERP, Microsoft Dynamics** – Led **SAP ERP deployment, optimization, and integration** with **PPI Media and Google Ad Manager**, improving financial reporting and **automating ad revenue tracking** at **Standard Group PLC**.

IT Service Management & Problem Resolution

- **ServiceNow, Jira** – Designed and implemented **IT Problem Management frameworks**, tracking **incident resolution trends and system performance** across **Standard Group PLC** and **Kenya Airport Parking Services**.

Cloud Infrastructure & Cybersecurity

- **AWS, Azure, Google Cloud** – Spearheaded **IT infrastructure modernization**, optimizing **cloud migration strategies and digital resilience**.
- **ISO 27001, GDPR Compliance** – Developed and enforced **cybersecurity and data privacy policies**, ensuring **100% regulatory compliance** in **IT service delivery and enterprise security**.

Financial & Budget Planning

- **IT Cost Management & Technology Investment Optimization** – Developed **data-driven IT budgeting frameworks**, aligning **technology investments with business objectives**, maximizing ROI, and **reducing operational costs**.

Projects & Achievements

- **Implemented an IT Problem Management Framework** aligned with **ITIL best practices**, reducing recurring IT issues by **40%**, improving system stability at **Standard Group PLC** and **Kenya Airport Parking Services**.
- **Designed and deployed the Maasai Mara Electronic Ticketing System**, integrating **RFID, barcode scanning, and mobile payments**, streamlining revenue collection and visitor management for **Kenya Airport Parking Services**.
- **Successfully integrated PPI Media with SAP ERP**, automating publishing workflows, ad booking, and revenue tracking, improving operational efficiency at **Standard Group PLC**.
- **Implemented Google Ad Manager integration with SAP**, optimizing digital ad placement, performance tracking, and automated billing, enhancing monetization strategies for **Standard Group PLC**.
- **Optimized SAP ERP financial reporting and procurement systems**, increasing reporting accuracy and **reducing operational costs** by streamlining budget allocations.

- **Led the Rapid Results Initiative (RRI) for the Registrar of Companies**, digitizing business registration processes, **reducing turnaround time for name searches**, and optimizing SQL database performance for **State Law Office**.
- **Developed and deployed enterprise web applications** using **PHP, MySQL, .NET, and JavaScript**, improving workflow automation for **Kenya Development Palace and Standard Group PLC**.
- **Designed and executed cybersecurity compliance strategies**, ensuring **100% adherence to ISO 27001, GDPR, and regulatory frameworks**, strengthening data protection for **Standard Group PLC and Kenya Airport Parking Services**.
- **Led IT infrastructure modernization projects**, including cloud migration to **AWS, Azure, and Google Cloud**, improving system scalability and resilience.
- **Automated sales and workflow processes using AI-powered tools (Zoho Zia, ClickUp, Jasper AI)**, increasing efficiency and business intelligence capabilities at **Stele Media Limited**.
- **Developed IT service management KPIs**, using **ServiceNow and Jira**, providing insights into IT performance, incident trends, and system improvements for **Standard Group PLC**.
- **Provided enterprise-wide digital transformation consulting**, aligning **AI-driven automation, IT budgeting, and cybersecurity strategies** with business objectives to **enhance operational resilience**.

Referees

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