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Professional Summary

Results-driven ICT Officer with over six years' experience in Learning Management Systems, administration and support, Web Content Accessibility Guidelines, Quality Management Systems, IT governance frameworks, Enterprise Resource Planning Systems, network infrastructure, cybersecurity, artificial intelligence software development, and the entire software development life cycle. Skilled at leading ICT initiatives aligned with goals at academic institutions of higher learning. Proficient in learner support and operations, curating interactive online courses that meet accessibility standards such as WCAG 2.1, and providing support services to learners and tutors on modern LMS platforms such as Moodle and Canvas. Experienced in enhancing learning engagement through forums, discussions, and webinars. Demonstrates expertise in creating courses that meet SCORM and API standards. Skilled in instructional design practices such as designing courses that use Universal Design for Learning (UDL) principles and gamification to motivate and engage all learners. Experienced in implementing plug-ins and third-party add-ons such as chatbots in the Moodle LMS. Proficient in using online tools such as h5p.org and Lumi to create HTML5 interactive activities. Possess remote customer service skills and technical leadership.

Work History

Nkabune Technical Training Institute, Kenya

ICT Manager - May 2019 – April 2025

Responsibilities

- Managed Learning Management Systems (LMS), troubleshooting issues, updates, and optimizing user experience for both students and Open and Distance E-Learning (ODEL) faculty.
- Conducted training sessions for faculty and students, ensuring smooth adoption and use of the learning management system and online learning digital tools.
- Integrated upcoming Edtech solutions and plugins such as BigBlueButton for web conferencing, AI-driven helpdesk bots, and chatbots for LMS queries.
- Assist trainers in awarding learners by creating and adding badges, certificates, and competency statements in Moodle, and adding them to the respective backpack certifier.
- Assist trainers in setting up Moodle activities such as webinars, forums, workshops, assignments, pages, lessons, quizzes, books, and video-embedded content.
- Assisted trainers in curating highly interactive HTML5 resources using tools such as Lumia and h5p.org
- Developed internal tools to escalate daily support requests to reduce manual work automatically.
- Set up and trained staff on emerging technologies and enterprise resource planning to support academic, finance, and procurement processes.

- Developed and spearheaded the ICT policy for the institute.
- Developed and updated the institute's website.
- Designed, created, and implemented the ICT support budget process and ensured ICT technical projects are delivered on time.
- Updated, analyzed, and reviewed the ISO 2015: 9001 ICT quality management standards.
- Configured and set up the institute's enterprise network, VoIP services, CCTV, and servers
- Liaised with external service providers and vendors.
- Advised on the procurement of software and ICT peripherals.
- Oversaw information security measures, including the implementation of data backup and disaster recovery plans, as well as cybersecurity protocols.
- Managed relational databases and analyzed data using data analysis tools.
- Carried out computer repair and maintenance.

Achievements.

- Developed and implemented a fully pledged institute e- learning system to assist students in fully attending lessons remotely during the COVID-19 pandemic period.
- Lead the implementation of the Jitume program in the institute, a government initiative program through the Konza Technopolis to create millions of online jobs for youths.

Tools Used: Ultimate ERP, Microsoft CRM, Moodle LMS, Windows Server Manager, Zendesk Support, Edge

Router, cPanel, Unifi Networks, Python, Joomla, WordPress, Zoom, Microsoft Teams, Google Meet, Putty

SSH, Linux Operating System, Khoa, Attracta, Google Search Console, Microtek Router Board, Nagios, Microsoft Projects, Power BI, Jira, TeamViewer, AnyDesk, Google Cloud, Git, Microsoft SQL, Lumi, Genie Timeline, Google Forms.

Coretec Solutions Africa, Kenya

Call-Center System Engineer – September 2015 –April 2017

Responsibilities

- Designing, implementing, and maintaining cloud capabilities with Ameyo and Avaya Cloud Contact Center.
- Developed and implemented call routing strategies, dial plans, and outbound and inbound call routing configurations.
- Enhance speech quality and guarantee a seamless user experience by establishing and tracking Quality of Service parameters for voice traffic.
- Collaborated with other IT teams, vendors, and service providers to troubleshoot and resolve contact center-related problems.
- Created and maintained technical documentation, user guides, and best practice guidelines for contact center services.
- Conducted training sessions and provided technical support to end-users and administrators.
- Planned and carried out contact center projects, such as migrations, upgrades, or system improvements, in cooperation with cross-functional teams. Set project milestone delivery deadlines, define the project's scope, and create project plans.
- Installed, configured, and maintained Microsoft Dynamics ERP systems for internal operations and client deployments, ensuring full integration with call center operations and CRM modules.

Achievements.

- Developed an in-house call center system at Coretec Solutions Africa Limited using the Asterisk PBX system.
- Deployed a call center at Unaitas Microfinance Kenya.
- Deployed a call center at the Kenya police Sacco.
- Deployed call center at Afya Sacco, Kenya.

Tools used: Asterisk PBX, Avaya, CentOS, SIP trunk, Wireshark, Nagios, Eyebeam, Python, JavaScript, REST APIs, SQL, MySQL, Microsoft Dynamics CRM, PuTTY.

Education

Kisii University 2012 - 2015

B.Sc. Computer Science

Professional Certifications.

Deque University

Certified Professional in Accessibility Core Competencies (CPAAC)

Jan 2026

Moodle Academy

Moodle Educator Certificate

Jan 2026

Canvas Network

Canvas basics

Jan 2026

Google Africa Developer Training Program

Google Cloud Certification,

Coursera|Google|Andela

March 2023

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Kenya Methodist University

Cisco Certified Network Associate

May 2014

AMC Group Africa

Quality Management System Auditor ISO 9001:2015

Feb 2023

Technical Skills

- IT Service Management: ITIL4 Foundation.
- E-learning Management Systems: Moodle, Canvas.
- E-learning standards: SCORM, xAPI, LTI.
- Web and Content Accessibility Guidelines: WCAG 2.0, WCAG 2.1, WCAG 2.2, CPAAC Principles.
- Universal Design For learners (UDL) Principles.
- Project Coordination and Collaboration tools: Trello, Microsoft Projects, Jira, Slack, Discord.
- Customer Relationship Management Systems: Microsoft CRM, Zoho, Salesforce.
- Library Management Systems: Koha.
- Enterprise Resource Planning Systems: Microsoft Dynamics 365 Central, Odoo, SAP.
- DevOps, Telemetry & Observability: Git, Grafana, Kubernetes, Ansible, Docker, Helm Charts, GitLab.
- Agile methodologies and Software Development Lifecycles: Kanban, Scrum.
- Databases: MMSQL, MySQL, PostgreSQL, NoSQL (MongoDB Atlas).
- Programming Languages: JavaScript, Python, Typescript, HTML, CSS, NodeJS, Go.
- Web Development and Testing Frameworks: FastAPI, NextJS, Express, React, Django, JWT, Passport.js, Super test, Jest.
- Application Programming Interfaces: Soap, REST APIs, GraphQL.
- Content Management Systems: Drupal, Joomla, WordPress.
- User experience and usability: Figma, Google UX design principles.
- Cloud Platforms: AWS, GCP, AZURE, Linode, Digital Ocean.
- Problem Solving and Troubleshooting: Tier 2 and 3 Customer Technical Support.