

Deal Skipper

Process Automation & Digital Transformation Expert | Lean Six Sigma Green Belt | IT Systems Administrator | Project Manager | Power BI | CNSS | Cisco Certified | IRM Member

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🌐 [Portfolio](#) [LinkedIn](#)

Summary

Technology professional with 7+ years progressing from IT support and systems administration into enterprise process automation, continuous improvement, data analytics and digital transformation. Currently Global Process Automation Expert at SGS, identifying, designing and delivering automation and improvement initiatives across global finance and business operations. Combines hands-on technical depth in Microsoft 365, SharePoint, Windows and Linux administration, networking and security with Power Platform automation, RPA, Power BI reporting and Lean Six Sigma method. Certified Lean Six Sigma Green Belt in accordance with UNE-ISO 18404:2017 and assessed in the top 5% globally on the Pro5 Technical Analyst assessment for EDI and SAP Integration. Partners with distributed stakeholders across Europe, South America, Asia and Africa, translating business problems into practical technology solutions.

Experience

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| SGS Kenya LTD | Nairobi, Kenya |
| Global Process Automation Expert | March 2026-Present |
| <ul style="list-style-type: none">• Lead end-to-end automation initiatives by identifying, designing, and implementing high-impact process improvements across global finance and business operations.• Design and deliver scalable automation solutions using Power Automate, UiPath, Automation Anywhere, Python, JavaScript, and API integrations.• Integrate automation workflows with SAP and Oracle ERP systems to streamline processes, improve data quality, and reduce manual effort.• Collaborate with global business, IT, data, and cybersecurity teams to deliver secure, scalable, and business-aligned automation solutions.• Leverage Celonis and SAP Signavio to analyze business processes, identify bottlenecks, and drive continuous process optimization.• Develop technical documentation, governance standards, and solution designs while leading testing, deployment, user training, and change management.• Build dashboards and reporting solutions using Power BI to monitor automation performance, project pipelines, and business KPIs.• Continuously optimize existing automations by leveraging AI, workflow orchestration, and modern automation technologies to improve efficiency and business value. | |

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| SGS Kenya LTD | Nairobi, Kenya |
| IT Assistant | Jan 2022-Feb 2026 |
| <ul style="list-style-type: none">• Provided IT support and ensured reliable digital operations across the business. | |

Skills

- AI & Digital Transformation
 - Generative AI, Microsoft Copilot, ChatGPT
- AI Workflow Automation
- Business Process Automation (BPA)
 - n8n & Microsoft Power Automate
- AI Process Optimization
- Programming & Scripting
- Data & Analytics
 - Microsoft Power BI
 - Microsoft Excel (Advanced)

Certifications

- Lean Office Green Belt
 - June 2026
 - SGS Productivity by Leansis
 - Valencia, Spain
- Project Management Bootcamp (PM101, PM102, PM103)
 - July 2026
 - SGS Katowice, Poland
 - Location: Katowice, Poland
- Robotic Process Automation
 - January 2026
 - Great Learning Academy
- Career Boost with Power BI & AI
 - July 2026
 - Exodus Experts
- Data Analytics Programme
 - July 2026
 - ICT Authority (Kenya)
- Generative AI
 - October 2024
 - Great Learning Academy
- Endpoint Security
 - January 2025
 - CISCO Academy

Education

- Zetech University
 - Bachelor of Business and Information Technology (BBIT)
 - Second Class Honours Upper Division
 - May 2023 - November 2025

- Automated business processes using Power Automate, improving efficiency and reducing manual tasks.
- Utilized ChatGPT, Microsoft Copilot, and Google Gemini to enhance troubleshooting, documentation, and process optimization.
- Administered Microsoft 365, SharePoint, Google Workspace, networks, and cloud collaboration platforms.
- Managed software deployments, system updates, IT assets, and vendor support to maintain secure IT environments.
- Developed SOPs, user guides, and delivered end-user training to improve technology adoption.
- Supported ISO audits and drove process improvements through automation, leading to my promotion to the Global Continuous Improvement team as a Process Automation Expert.

SGS Kenya LTD

Nairobi, Kenya

IT Assistant/System Administrator

March 2021- Dec 2021

IT Infrastructure & System Management

- Installed, configured, and maintained enterprise systems (Windows & Linux).
- Ensured server patching, security updates, and network monitoring for optimal performance.
- Diagnosed and resolved complex hardware and software issues.
- Managed data capture, archiving, and dissemination for operational efficiency.
- Network & Performance Monitoring
- Monitored network infrastructure, ensuring high availability and minimal downtime.
- Maintained logs of system occurrences and briefed stakeholders on system performance.
- Ensured uninterrupted data capture, storage, and dissemination for reporting accuracy.
- Software Deployment & Maintenance
- Managed application deployments and system updates from development to production.
- Assisted in User Acceptance Testing (UAT) for patches, enhancements, and new systems.
- Created preventive maintenance schedules for IT infrastructure.
- Compliance & Security
- Acted as Quality, Safety, Health, and Environment (QSHE) Representative.
- Served as Operational Integrity (OI) Representative, ensuring IT operations aligned with company policies.

DN Solutions LTD

Nairobi, Kenya

IT Technical Support Head

Nov 2020-Mar 2021

- Managing all technical projects across the company
- Doing IT audits and advising client companies on the steps to be taken to maximize technology in their respective firms
- Analyzing Client's need and advising IT products that suits their solution

Pwani University

Diploma in Information Technology • Credit I

September 2017 - May 2019

Memberships

Member-P0094582

Jan 2025 - Present

Institute of Risk Management(IRM)

As a member of the Institute of Risk Management (IRM), I have access to a wealth of resources and professional development opportunities focused on advancing my knowledge in risk management. This membership enables me to network with industry leaders, engage in Special Interest and Regional Groups, and stay updated on the latest risk management trends and best practices.

Core Competencies

Core Competencies

- Project & Leadership: Project Management, Stakeholder Management, Vendor Management, Team Leadership, CI Champion Coordination, Training & Facilitation, Technical Documentation, SOP Development, Business Requirements Analysis, Reporting
- Automation & RPA: Process Automation, Business Process Automation, Robotic Process Automation (RPA), Microsoft Power Automate, Power Apps, SharePoint, VBA, UiPath, Automation Anywhere, Workflow Automation, Intelligent Automation, AI Agents, Microsoft Copilot, PDD & SDD, SIT & UAT, Automation Governance
- Continuous Improvement: Lean Office, Lean Six Sigma, Process Mapping, Value Stream Mapping, Kaizen, SIPOC, A3 Problem Solving, PDCA, Kanban, 5S, Process Reengineering, Business

- Offering technical support to faulty products from clients, sending them to service centres where need is and follow up for repair/replacement
- Offering first set up and software installation to clients and training on how to use respective products as their solution
- Installing, updating, and providing support for software and programs
- Providing technical support across the company IT functions
- Ensuring availability, integrity and security of all computers and IT related systems

Ramco Group(ICT Africa LTD)
Nairobi, Kenya
IT User and Site Support Technician
July 2019-July 2020
Technical Support & IT Infrastructure Management

- Delivered on-site and remote user support across group companies, resolving desktop, network, and application incidents to defined SLAs.
- Supported deployments, asset management, and technical documentation for enterprise IT operations.

SIDAREC(Ghetto FM)
Nairobi, Kenya
IT Technician-Volunteer
May 2019-July 2019
System Administration & Technical Support

- Provided studio systems support, networking, WiFi, and hardware maintenance for live radio broadcasts.
- Delivered ICT consulting, research, troubleshooting, and inventory management for the community media initiative.

NHIF
Mombasa, Kenya
Information Technology Intern
June 2018-May 2019
IT Support & System Administration

- Supported member registration and claims systems, user training, reporting, and technical documentation.
- Provided public engagement, administrative support, and end-user assistance across service touchpoints

Awards

Participant in a record-setting event
15 July 2026
Guinness World Records

Participant – Guinness World Records™ event for the most users in an artificial intelligence video lesson (14,075 participants), Kanz / Ministry of Human Resources and Social Development, Saudi Arabia, July 2026. Earned a Gold rating on the Kanz platform, among the highest-rated participants

https://try.ka.nz/certificate/KANZ-GWR-EA9AD1B6B0?certificate_type=gwr2&rec

Transforming Cybersecurity Through Proactive Technologies
January 2025
KnowBe4

Recognized for participation in the 'Transforming Cybersecurity Through Proactive Technologies' program by KnowBe4. This certification acknowledges proficiency in implementing proactive security strategies, threat detection, risk mitigation, and leveraging advanced cybersecurity technologies to enhance organizational resilience against evolving cyber threats.

Process Analysis, Operational Excellence, Change Management, Governance

- Data & Analytics: Power BI, Microsoft Excel (Advanced), Data Analytics, Data Visualization, KPI Reporting, Dashboard Development, Business Intelligence, Process Analytics, Process Mining, Celonis, SAP Signavio
- Artificial Intelligence: Artificial Intelligence, Generative AI, AI for Business, ChatGPT, Microsoft Copilot, Google Gemini, Prompt Engineering, AI Assisted Automation
- Microsoft & Enterprise IT: Microsoft 365, SharePoint, Microsoft Entra ID / Azure Active Directory, Windows Server, Server Administration, Cloud Applications, System Administration, IT Infrastructure Management, System Integration, Linux, Systems Analysis and Design, Google Workspace
- EDI, ERP & Integration: EDI, X12, EDIFACT, SAP, Oracle, ERP Integration, IDocs, Data Mapping, System Integration, Technical Troubleshooting
- Networking & Security: TCP/IP, IP Telephony, DNS, DHCP, Network Monitoring (SolarWinds, PRTG), Cisco Technologies, Checkpoint, Avaya Telephony, Network Security, Endpoint Security, Firewalls (Sophos, Fortinet, Zscaler), Access Controls, Cloud Security, Network Defense, Business Continuity & Disaster Recovery
- Programming & Scripting: Python, JavaScript, VBA

References

Available on request