

MICHAEL CHEGE

L2 Technical Support Specialist | Network Engineer Limuru, Kiambu, Kenya | +254 743 141 204 | mikechege171@gmail.com www.itsmikepage.tech

PROFESSIONAL SUMMARY

Results-driven **L2 Technical Support Specialist** with over **3 years of hands-on experience** in high-pressure B2C telecommunications and network support environments. Expert in performing in-depth **back-end analysis** and resolving complex technical escalations involving **routing, switching, and radio frequency (RF)**. Proven track record of collaborating with **NOC teams** to minimize network downtime and providing root-cause resolutions within strict 1-hour SLAs. Complemented by advanced backend training in system logic and APIs to provide comprehensive technical recommendations.

TECHNICAL SKILLS

- **Networking & Infrastructure:** Advanced LAN/WAN setup, TCP/IP, DHCP, DNS, and **Routing/Switching protocols**.
- **Troubleshooting & Analysis:** Level 2 in-depth back-end analysis, hardware diagnostics, and network performance monitoring.
- **Telecommunications & RF:** Wireless network configuration, Radio Frequency (RF) fundamentals, and CCTV/Security systems.
- **Systems & Tools:** Windows/Linux OS, **CRM systems**, remote support tools, and SQL/relational databases.
- **Documentation:** Technical documentation, process management, and root-cause analysis reporting.

WORK EXPERIENCE

L2 Technical Support Specialist (IT Technician) Bobtech Engineers | 2025–Present

- Provide **Level 2 in-depth troubleshooting** and back-end analysis for complex technical incidents in a fast-paced B2C environment.
- Resolve escalated technical issues from L1 teams within **1-hour targets**, ensuring accurate ticket updates and documentation.
- Manage network performance by escalating critical availability issues to the **NOC team** and following up on network downtimes.
- Conduct **root-cause analysis** on recurring connectivity issues and share resolution strategies with L1 and NOC teams to prevent future incidents.
- Support field service partners with real-time technical guidance during installations and complex field repairs.
- Utilize **remote support tools** and backend system logic to take end-to-end ownership of customer issues.

Technical Support Assistant / Operations Advacom Limited | 2023–2025

- Delivered expert technical guidance to B2C customers regarding electronic products and network accessories.
- Developed **exceptional interpersonal and conflict resolution skills** while managing high-volume customer inquiries.
- Maintained operational standards and utilized organizational tools to track inventory and customer requests.

EDUCATION

- **Software Engineering (Backend Specialization)** | ALX Africa (2023–2024) – GPA: 4.0

- **KCSE** | Ngenia High School (2017–2020)

ADDITIONAL INFORMATION

- **Languages:** Fluent in English and Swahili.
- **Key Competencies:** Results-oriented, high-pressure environment adaptability, and the ability to explain technical data to non-technical stakeholders.