

EDUCATION

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University of Cincinnati | December 2023 – January 2024

Azure Administrator

CyberShujaa Cohort V | September 2023 - November 2023

Cloud and Network Security Analyst

Kisii University | September 2017 - September 2021

Bachelor's in Information Science - IT - Second Class Upper Division

SKILLS & TECHNICAL TOOLS

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**Technologies:** Azure, Google Cloud, Huawei Fusion Compute, Bash, Oracle Cloud Infrastructure, Microsoft 365, VEEAM, Sophos, Navgis, Fortinet and Freshdesk, Yealink, Cisco IP phone System, Excel.

**Skills:** Active Directory, PowerShell Scripting, Helpdesk Support, Network Security, End User training, IT Service Delivery, Server Migration, Firewall Migration, VoIP, Sophos VPN.

EXPERIENCE

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**Technical Support Engineer: Total Solutions. Westlands-Nairobi: Feb 2024 – Present**

- Implemented Veeam Backup & Replication for disaster recovery, reducing recovery time by 70% and increasing data protection efficiency by 30%.
- Deployed Azure Storage Blobs and Virtual Machines for clients migrating from on-premise to the cloud.
- Monitored and analyzed data across systems, improving detection of anomalies and potential risks by 20% through timely escalation and analysis.
- Upgraded and configured Windows Servers, enhancing system security and performance by 15%.
- Led network implementation and configuration for Vivo Energy Shell sites across Kenya, focusing on forecourt automation systems.
- Conducted in-depth diagnostics to resolve recurring IT issues, working with cross-functional teams to implement permanent solutions.
- Supported Microsoft 365 users with troubleshooting, solutions, and automation via SharePoint and Power Automate.
- Delivered IT consulting through managed services, offering guidance on infrastructure, best practices, and strategic growth planning.
- Migrated Sophos and Fortinet Firewalls to next-generation models for enterprise clients.
- Managed internal IT maintenance tasks and provided responsive customer support via Freshdesk, boosting client satisfaction.
- Configured Yealink IP Phones and resolved Yeastar PBX issues for clients across various sectors.

**ICT Authority Intern: Presidential Digital Talent Programme. KRA - Nakuru: Dec 2022 – Nov 2023**

- Resolved technical IT issues for users through inbound emails, calls, and tickets, resulting in a 20% decrease in average resolution time.
- Installed and configured Huawei and Citrix Virtual Desktop Interface thin clients, improving user experience and increasing efficiency by 15%.
- Conducted hardware repairs on PCs, laptops, and Cisco Switches to ensure reliability and device lifespan longevity, reducing overall equipment downtime by 30%.
- Collaborated with cross-functional teams to develop comprehensive training materials on troubleshooting common Windows problems resulting in a 30% decrease in support tickets.

**ICT Support: Rural Electrification and Renewable Energy Corporation: Nairobi: July 2021 - Sep 2021**

- Installing, configuring, repairing and upgrading of Hardware and computer software
- Providing user technical support to staff in the organization both local and regional offices.
- Configured and installed Sophos VPN clients for users in supporting remote working.

**COURSES/CERTIFICATIONS**

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- AWS Certified Cloud Practitioner
- Microsoft Certified Azure Fundamentals
- Google Professional IT support
- Fundamentals of Red Hat Linux
- Certified Oracle Cloud Infrastructure Associate
- Cisco Certified Network Associate (CCNA 1,2,3)
- Google Cloud Certified Associate Engineer
- Microsoft Certified 365 Fundamentals
- Oracle Cloud Infrastructure 2023 AI Certified Foundations Associate
- Certified Google Project Management.
- Sophos Certified Engineer V21.0
- Fortinet Certified Associate CyberSecurity
- EU15 - Sophos Central Endpoint v4.0 to v5.0 Delta – Engineer
- Veeam Technical Sales Professional VMTSP 2024