




BRIAN KABUCHO

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EDUCATION

Bachelor of Technology in Business Information Technology |

Technical University of Kenya

DECEMBER, 2019

3.45 GPA



EXPERIENCE

IT Officer | Miramar International Foundation | Kenya & Ethiopia

JUL, 2020 – JUL, 2024

- Managed and troubleshoot issues with network hardware such as routers, switches, and access points, ensuring stable and secure network connections.
- Diagnosed and resolved hardware and software issues on a range of desktop and laptop computers, including troubleshooting boot errors, resolving operating system issues, and managing software conflicts.
- Addressed and repaired problems with printers, scanners, and other peripheral devices, including resolving connectivity issues, performing maintenance tasks, and troubleshooting print quality problems.
- Developed and implemented a structured patch management strategy to ensure that all systems, including desktops, servers, and network devices, received timely and automatic security updates.
- Collaborated with the Research and Publications and Communications teams to gather requirements, design, and deploy new website features and enhancements.
- Conferred with the CEO, Program Manager and Finance Manager to advise and plan for short-term and long-term IT system upgrade needs.
- Conducted company-wide technology instruction, onboarding and education.

Customer Support Consultant | Advanced Gaming LTD | Kenya

AUG, 2022 – JAN, 2023

- Managed over **200** customer inquiries daily through phone calls and live chat, ensuring appropriate assistance in strict compliance with company policies and procedures.
- Implemented strategies that reduced average customer waiting time by **20%**, enhancing overall efficiency and customer satisfaction.
- Escalated **5%** of complex inquiries to the appropriate team, ensuring swift and effective resolution.
- Trained and mentored a team of **5 new customer support agents**, improving overall team performance and ensuring adherence to best practices.
- Analyzed customer feedback and support data to identify trends and areas for improvement, leading to the implementation of new strategies that enhanced service quality.

Lead Trainer | Code Club Limited | Kenya

JAN, 2020 – JULY, 2022

- Facilitated classes using a blend of traditional and digital methodologies, improving overall class attendance by 20% and ensuring comprehensive coverage of the curriculum objectives through effective engagement strategies.
- Assisted students with testing and debugging their code, providing targeted guidance to resolve issues and improve code execution.
- Analyzed training data, student outcomes, and course metrics to generate reports for senior management, offering insights for continuous improvement.
- Conducted training sessions for junior trainers and staff to ensure consistency in teaching methods and improve overall instructional quality.
- Collected feedback from students to continuously refine teaching strategies and course content, ensuring alignment with learner needs and expectations.



TECHNICAL SKILLS

- **Security Analysis & Threat Detection:** Adept at using SIEM tools and conducting forensic investigations to identify and address security incidents.
- **Vulnerability Assessment:** Proficient in using tools such as Nessus and OpenVAS to conduct thorough assessments and generate actionable reports.
- **Network Management:** Proficient in designing, implementing, and maintaining network infrastructures.
- **Website Development & Administration:** Experienced in developing and maintaining websites using HTML, CSS, JavaScript, and modern frameworks.
- **Threat Intelligence:** Knowledgeable in gathering and analyzing threat intelligence from multiple sources. Capable of using this intelligence to anticipate and mitigate emerging threats and enhance security posture.



SOFT SKILLS

- **Communication Skills:** Strong verbal and written communication skills for effectively conveying technical information to non-technical stakeholders and collaborating with other IT and security teams.
- **Attention to Detail:** Meticulous in reviewing logs, alerts, and security data to ensure accuracy and identify subtle anomalies or potential threats.
- **Learning Agility:** Willingness and ability to quickly learn new technologies, methodologies, and security practices to stay current with emerging threats and advancements in the field.
- **Adaptability:** Flexibility to adapt to new tools, technologies, and evolving security threats. Ability to remain calm and effective in high-pressure situations.



CERTIFICATION

Cyber Security Analyst Certificate | Cyber Shujaa

AUG, 2024

- Engaged in practical exercises and labs, applying theoretical knowledge to real-world scenarios.
- Gained experience in conducting vulnerability assessments using tools like Nmap and Wireshark, and analyzing results to identify security weaknesses.
- Acquired skills in performing security audits, ensuring compliance with industry standards, and implementing security best practices.

- Developed a deep understanding of the OWASP Top 10 security risks, including common vulnerabilities such as SQL injection, cross-site scripting (XSS), and security misconfigurations.

Google IT Support Professional Certificate | Coursera

MAR, 2021

- Learned how to set up and manage operating systems, including Windows and Linux, and how to handle user accounts, permissions, and system updates in.
- Covered essential security principles, including how to protect systems from malware, manage firewalls, and implement best practices for data protection and user privacy.
- Learned the importance of effective communication with users, including how to provide clear instructions and handle support requests professionally.
- Developed skills in diagnosing and resolving technical issues, from hardware malfunctions to software.



REFEREES

Madge Mutemi

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