

Clifford Ndung'u

Experience: 8 Years

System Engineer

An IT Consultant and Solutions Engineer with 8 years of experience. I have worked in roles that required both extensive knowledge in IT service management and Project management, alongside being able to deliver solutions tied to business growth, organizational development & systems optimizations ensuring compliance with local data protection policies and industry key frameworks, standards and regulation. By virtue of this, I have successfully managed a Multi-tenant Cloud infrastructure in Gaborone, Botswana with over 700 enterprise users globally and founded Cloud Managed Service Provider, [Decisive Technologies](#).

WORK EXPERIENCE

Founder, Cloud Engineer – Decisive Technologies

October 2022 – Present

- Managing Service provider relations– Data Center providers.
- Conducting Infrastructure Assessments.
- Providing leadership in the development of solutions, applications, or software.
- Collaborating with development teams to ensure alignment with business needs.
- Manage Support team: Providing T1/2 level IT Support, Cloudbackup and Cloud hosting Support.
- Designing scalable and efficient solutions based on identified requirements.
- Planning and executing migration strategies for infrastructure and services.
- Implementing and overseeing the backup storage infrastructure in the Botswana Data Center.
- Managed Cloud OPEX & related CAPEX effectively, ensuring budget compliance.
- Managing Microsoft 365 services.

Senior Systems Engineer - Replic8 Cloud Services

February 2017 – October 2022

- Installed and managed business-critical infrastructure in on-premises and cloud deployments for high availability, redundancy and reliability.
- Led 4-member technical support team in providing cloud manage services which includes 24/7 Helpdesk
- Implemented a centralized cloud backup system and facilitated managed backup service.
- Management and monitoring of the IT infrastructure (physical & virtual), networks, systems, and services.
- Worked with IT support teams to develop and implement effective server data recovery plan for customer sites.
- Assess and facilitate migration to Microsoft 365 services
- Migrate Physical servers to Virtual servers.

CONTACT

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SKILLS

Technical

- * VMware ESX
- * Azure / AWS
- * Hyper-V
- * Windows Server
- * Linux
- * Microsoft 365

Techniques

- * Data Protection Policies
- * Solutions Designing
- * Infrastructure development
- * Cybersecurity frameworks
- * Server/network configuration
- * Storage network design
- * Technology architecture analysis
- * Business recovery and sustainability
- * Information security
- * PCI Compliance
- * Backup testing
- * Containerization
- * Virtualization
- * DevOps

Tools & Software

- * PowerShell
- * C#
- * ASP.NET

Languages

- * English (Native)
- * Setswana (Conversational)

EDUCATION

University of Sunderland

Bachelor of Science: Applied Business Computing
July 2011 – May 2015

CERTIFICATIONS

- * Microsoft Certified Solutions Architect Expert - Azure
- * Cisco Certified Network Associate – Routing & Switching (CCNA)

- Customer Account management – ensuring strict adherence to Service Level Agreement and facilitating renewals/updates as per the clients’ new requirements.
- Monitor customer applications and ensure continuous uptime as defined in the Service Level Agreements.
- standards.
- PowerShell scripting to automate repetitive Windows tasks.
- Revised plans and policies to address gaps in security hardening techniques to ensure clients meet all IT compliance
- Provided estimates of labor hours and expenses for technical system projects.
- Analyzed systems performance data to identify inefficiencies.
- Liaised with clients to evaluate project needs and identify cohesive software and hardware solutions.
- Implemented and enforced security protocols and policies to protect critical company data and assets from malicious attacks and network threats.

OTHER

- * Acronis Certified Engineer – Cyber Cloud
- * Acronis Cloud Tech Professional
- * Acronis Cloud Tech Associate – Advanced Security

Functional Consultant - Botswana Telecommunications Corporation

May 2015 – May 2016

- Configuring & automating BTCL business processes on the SoftExpert ERP environment.
- Providing training to end users

REFERENCES

Ellies Botswana

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Botswana Institute of Banking & Finance

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KEY PROJECTS IMPLEMENTED

1. Implementation of fintech solution on a cloud platform with secure connections to mobile network operators – **Tylersoft Eclectics – 2020-2022.**
2. Implementation of fintech solution on a local cloud platform with secure connections to mobile network operators – **Excel Stationeries – 2020-2022.**
3. Implementation of accounting and payroll software on a local cloud-hosted solution for **Gambling Authority – 2018-2022.**
4. Implementation of accounting, payroll, and cloud backup solution for **Hollard Botswana – 2019-2022.**
5. Migration of email services, accounting, payroll, and events management software to a local cloud-hosted solution for **Fairgrounds Holdings (PTY) Ltd – 2018-2022.**
6. Implementation of accounting and HR software on a local cloud-hosted solution for the **National Food Technology Research Centre (NFTRC) – 2020 – 2022.**
7. Implementation of point-of-sale and accounting software on a cloud-hosted solution for **Botswana Agricultural Marketing Board (BAMB) – 2019 – 2022.**
8. Implementation of disaster recovery services for **Sefalana Cash & Carry onsite infrastructure – 2019 – 2021.**
9. Implementation of a cloud backup solution for Sefalana Group; which includes **Mechanized Farming, Delta Dairies, Foods Botswana, Commercial Motors – 2018 – 2022.**
10. Implementation of a cloud backup solution for **Ellies Botswana – 2022 – 2024.**
11. Implementation of accounting software on a local cloud-hosted solution for **Marung Development Services – 2022 – 2023.**
12. Implementation of a cloud backup solution for **Makati Law Consultancy – 2023 – 2024**
13. Implementation of Mail & Cyber Protection services (cloudbackup & endpoint protection) for **Sarakie Cash Loan – 2024**
14. Implementation of Sage Cloud Hosted services for **Marung Development Services – 2024**
15. Implementation of Exchange Mail services – **Makati Law Consultancy – 2024**
16. Implementation of Exchange Mail services – **PickNShovel PTY Ltd.**