

Stephen Mbui Kiromo

<https://www.linkedin.com/in/stephen-kiromo>

stephenmk07@gmail.com; (206) 407 9316

OBJECTIVE

To obtain a dynamic and challenging opportunity in Information Technology and Network Engineering field that will contribute to my personal, academic, and professional growth.

EDUCATION

Oregon State University

Corvallis, Oregon

Master of Engineering in Electrical and Computer Engineering

June 2020

- Coursework: Information Theory, Mathematical Statistics, Analogue and Digital communication, Intro to Computer Networks, Computer Architecture and Advanced Computer Networks.

Swansea University

Swansea, United Kingdom

Bachelor of Science in Telecommunication Engineering (BSc) with Honours

July 2016

- Research project: Design of MIMO antennas

WORK EXPERIENCE

System Engineer/Technician

Security Technology Solutions

July 2020 - Present

- Configure 20+ laptops/workstations with the required department software.
- Troubleshooted 250+ problems with hardware, software and network password reset.
- Setup laptops 20+ with Bit locker using SOPHOS and Repaired and serviced 50+ laptops.
- Provide Help desk support to over 100+ calls and tickets.
- Consulted with team members and escalated issues if needed.
- Imaging Windows 10 systems and server rebuilds.

Tier 2 Computer Technician/ Service Desk Support

Oregon State University, Athletics DAM-IT

September 2019 - June 2020

- Troubleshooted 300+ user-reported problems with hardware, software, and network system operation.
- Consulted Hydro-Worx regarding inherent hardware/software defects and arranged for correction.
- Built and maintained over 300 iPhones and android mobile devices.
- Installed, configured, and tested workstation hardware, peripherals, and software within both Microsoft Desktop/Server technologies and Apple Operating Systems.
- Maintained hardware, software purchasing and instruction manual documentation.
- Supported Microsoft Active Directory network consisting of 15+ servers, 400+ microcomputer workstations, and 50+ networked printers as per the athletics environment.
- Conducted daily server checks, built, and configure servers and creating RAID 0 and 5.

Network Engineer

Tri-Continental Limited, Nairobi, Kenya

October 2016 - February 2018

- Contracted by Barclays Bank Kenya to revamp their network infrastructure nationwide by configuring Cisco switches and routers which improved efficiency by 10%.
- Assisted in migrating over 300+ Coca-Cola employees to a new Outlook mail domain server which contributed to better performance and reliability.

Logistics Assistant

Tri-Continental Limited, London, UK

August 2014 - January 2015

- Generated proforma invoices, ordered computer parts, shipped goods to 10+ African countries and tripled sales from 10% - 30%.
- Built and serviced over 100 laptops for support teams in Africa, configured 4 new wireless access points to improve the network range and quality and executed network audits for clients.

SKILLS

- JAMF, SNIPE-IT, Cyder, Office 365, Atlassian's Jira Service Desk, Microsoft Active Directory, Microsoft Computer Management Console, ShoreTel Director, Fiserv XP2, D.I Admin, VPN Harbor, FortiClient VPN, DUO, Bomgar, Dameware, Quest Kace, Adobe Creative Cloud, ConnectWise, Android and iOS support.
- **Currently studying:** CompTIA A+, CompTIA Network+, Microsoft Azure Admin-associate, CompTIA Security+ and CompTIA CySA+ and Microsoft Azure Fundamentals

ACTIVITIES

- Member of African Student Association (ASA) Oregon State University.
- Managed the family farm and laundry business.