

JAMES ATIENO

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I am a strategic, tactical, visionary and certified ICT professional powered by 12+ years of broad-based experience in ICT operations. I have a strong commitment in developing and maintaining long-term customer relationships. Also experienced at maintaining up-to-date, secure and high availability networks with proficiency in managing business- critical data, ensuring security, backups and integrity.

Professional Highlights

Network Security Administration: I have extensive knowledge of Network System Engineering methods and networking essentials. I have great understanding of application, network and system capabilities and this helps to provide solutions for mission critical network systems. I have great experience in building and optimizing best-in-class IT infrastructures/operations, network implementation, network design and project integration.

Systems Engineering: Familiar with the principles, techniques and methods of system architecture/ design including system implementation and integration of high-end data center firewalls, Microsoft Server 2008/2012 R2 and Active Directory. Adept at exploring, designing, developing and testing systems level software for business solution. I possess specialized expertise in establishing operational specifications and formulating/ analyzing technical system requirements.

Pre-Sales: Expertise in understanding customer requirements and determining the best solutions and effectively communicating with various vendors.

Project Management: Expertise in developing project plans, preparing project scope, coordinating resources, supervising project teams, controlling budgets and managing ICT programs. I display success in implementing ICT projects, preparing comprehensive project documentation, and performing accurate project/system testing.

Team Building/Leadership: All-rounder intellect, blending leadership acumen with sound practices to achieve turnaround growth and position organization for long term profitability.

Professional Experience

IT CONSULTANT, CURRENT

MILES TECHNOLOGY BAY AREA

- Installing and configuring computer networks and systems
- Identifying and solving any problems that arise with computer networks and systems
- Consulting with clients to specify system requirements and design solutions
- Budgeting for equipment and assembly costs
- Assembling new systems
- Maintaining existing software and hardware and upgrading any that have become obsolete
- Monitoring computer networks and systems to identify how performance can be improved
- Working with IT support personnel
- Providing network administration and support
- User administration (setup and maintaining account)
- Maintaining system
- Verify that peripherals are working properly
- Quickly arrange repair for hardware in occasion of hardware failure
- Monitor system performance
- Create file systems
- Install software
- Create a backup and recovery policy
- Monitor network communication
- Update system as soon as new version of OS and application software comes out
- Implement the policies for the use of the computer system and network
- Setup security policies for users.
- installing and configuring computer networks and systems

IT AND SYSTEMS ADMINISTRATOR, APRIL 2016 - DEC 2019

MARIS CAPITAL LIMITED

- Design, implementation and support of routing, switching and security solutions
- Responsible for negotiating with vendors, creating financial quotes, creating project plans, creating and performing presentation.
- Assist business clients in meeting business goals by adapting strategic networking technologies to meet their needs.
- Monitor and evaluate local IT vendors' service performance.
- Remain knowledgeable of information technology and organization business operations;

- Manage lifecycle of all End User Device including Desktops, Laptops, Printers, sciences peripheral and Mobile phones
- Manage local telecommunication systems and contracts including Mobile, Fixed lines and Internet;
- Perform information security incidents investigations and forensics
- Lead Presales activities involving preparing tenders, RFQ, RFPs, presentations and Proof of Concepts.
- Presentation and demonstrations for clients on behalf of our business partners on new networking and security technologies.
- Monitor security threats and risks on client sites.
- Design and execute the technical solutions in system/network level in customer projects with high complexity and risk.
- Conduct regular IT security risks assessments of systems and infrastructure.
- Business needs analysis and solution design.
- Assist in the installation, troubleshooting and support of LANs, WANs on client sites, using cisco switches, routers, and firewalls.
- Conduct complete project scoping, business requirements definition, project management, and delivery.

IT ADMINISTRATOR AND HELPDESK SUPPORT ANALYST, JAN 2013 – MARCH 2016

HILLSIDE HOMES LIMITED

- Installation, troubleshooting and support of LANs, WANs on client sites, using switches, routers, and firewalls.
- Assist business clients in meeting business goals by adapting strategic networking technologies to meet their needs.
- Perform information security incidents investigations and forensics
- Presentation and demonstrations for clients on behalf of our business partners on new networking and security technologies.
- Lead Presales activities involving preparing tenders, RFQ, RFPs, presentations and Proof of Concepts
- Monitor security threats and risks on client sites.
- Design and execute the technical solutions in system/network level in customer projects with high complexity and risk.
- Conduct regular IT security risks assessments of systems and infrastructure.
- Installation of QuickBooks Software, Troubleshooting and solving issues related to client computers
- Conduct complete project scoping, business requirements definition, project management, and delivery.
- Monitor internal IT support channels and field walk-up support requests from colleagues
- Provide day-to-day support and troubleshooting of endpoint systems, business applications, networks, video conferencing systems, and other business-critical technologies
- Incident report and security firewall installations
- Solve issues effectively and efficiently know when to use your resources and when to escalate.
- Keep our knowledge base up-to-date and provide training when needed.
- Installation of Access Control and CCTV systems for the company and affiliates.

NETWORK SUPPORT ADMIN, IT SUPPORT ADMINISTATOR NOV 2011 – FEB 2016

Taz Technologies Limited

- Design and implementation of Cisco Technologies: Routing, Switching and Security
- Carry out proof of value (POV) tests to prospective Checkpoint and Cisco systems clients.
- Technical evaluation writing in regards to tender documents for Network and Security solutions.
- Analyses of Network Design documents and extrapolate the designs into detailed implementation plans including complete
- Configurations for routers, switches and firewalls.
- Participate in design peer reviews, finding oversights, asking further questions that impact the eventual implementation, and confirming the portions of the design that appear complete and valid.
- Plan and document the specific configurations for each device, documenting those configurations in a Network and Security implementation plan.
- Support and Maintenance of existing clients Network and Security infrastructure.
- Extend advisory and consultancy services to clients on best practices in implementation and maintenance of their Network and Security Infrastructure.
- Resolve escalated client issues by team engineer.
- Present management with timely updated information on projects status.
- Maintain correspondence with clients to ensure tickets raised are addressed in a timely and satisfactory fashion.

Education Background

Bachelors in Information Technology from Egerton University

Certifications

- Cisco Certified Networking Professional (CCNP) Route and Switch
- Cisco Certified Networking Associate (CCNA) EMC ISM
- EMC business Partner-SE
- VMware Technical Sales Professional- Desktop Virtualization 5
- VMware Technical Sales Professional 5.5
- Barco Certified Specialist
- PowerShell, Zendex Ticketing, Zoom Teleconferencing,
- Google Applications, Jira and Box

Workshops Attended

Sophos Firewall

REFEREES

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