Sarah Gichuru
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PROFESSIONAL PROFILE

Technical Operations Engineer and Project Manager with over 4+ years of experience in managing large-scale IT infrastructures, delivering exceptional technical support, and leading cross-functional projects to success. Expert in Cloud PBX and Video Management Systems (VMS), with a proven track record of designing and implementing robust IT systems to ensure high availability and optimal performance. Adept at troubleshooting complex technical issues, enhancing system security, and ensuring compliance with IT standards. Strong communicator and team leader, capable of driving efficiency improvements and managing teams to meet tight deadlines.

CAREER STRENGTHS

- **Cloud PBX Deployment**: Expertise in deploying Yeastar self-hosted Cloud PBX systems, including server preparation, VM management, SIP integration, and full production rollouts.

- **Video Management Systems (VMS)**: Hands-on experience in installing and configuring DSS, EVs/NAS storage, and providing VMS backup solutions for surveillance products.

- **Network Monitoring and Management**: Proficient in using Zabbix for real-time monitoring and performance management of IT infrastructures.

- **Project Management**: Experienced in leading IT projects using Agile and Waterfall methodologies, ensuring on-time and within-budget delivery.

- **Cybersecurity**: Skilled in deploying firewalls, antivirus, and data protection solutions, vulnerability analysis, security operations, and safeguarding network infrastructure

- **Technical Leadership**: Strong leadership skills with experience managing IT teams, mentoring junior staff, and cultivating innovation within technical teams.

- **Budget Management and Cost Optimization**: Skilled in managing IT budgets, conducting cost-benefit analyses, and identifying opportunities for cost-saving through technology optimizations.

- **Adaptability**: Quickly adjusts to changing technologies and business needs, embracing new ideas to deliver impactful IT solutions

PROFESSIONAL EXPERIENCE

Technical Operations Engineer| Project Manager
Swift Technologies Ltd, Nairobi | *June 2021 – Present*

- **Yeastar Cloud PBX Deployment**: Led the full-cycle deployment of self-hosted Cloud PBX solutions. Managed server preparation, VM setup, and SIP trunk integration with Safaricom SIP and Angani SIP, ensuring seamless communication for clients.

- **VMS (Video Management System) Backup Solutions**: Deployed DSS for video surveillance and integrated EVs/NAS storage to provide reliable backup solutions for client surveillance systems. Oversaw the transition into production, providing comprehensive backup for all surveillance data.

- **Network Design and Deployment**: Developed and rolled out custom network solutions, ensuring increased efficiency and reliability. Maintained routers, switches, firewalls, and other essential network equipment.

- **Technical Support**: Provided support for IP phone systems, CCTV, access control, video intercom, FTTH systems in various environments using technologies like DAHUA, Yeastar, Yealink, Vsol and Ubiquity.

- **Documentation and Knowledge Sharing**: Wrote detailed documentation on network configurations, operational procedures, and system guidelines to ensure continuity and knowledge transfer.

- **Firewall and Security Management**: Secured network systems by implementing security policies and monitoring access controls, ensuring alignment with IT security standards.

- **Technical Training**: Conducted training sessions on Yeastar, Yealink, and Dahua solutions for technical teams and clients.

Web Design Intern
Kiambu Institute of Science and Technology | *May 2019 – Oct 2019*

- Developed dynamic and responsive websites using WordPress.

- Optimized SEO and maintained business applications for clients

KEY PROJECTS

Cloud PBX Deployment

Yeastar Self-Hosted Cloud PBX:

- Led the deployment of a self-hosted PBX system. This involved preparing servers, managing VMs, and integrating Safaricom SIP and Angani SIP. Oversaw the successful transition into production, ensuring seamless communication for clients.

VMS Backup Solutions for Surveillance

- Spearheaded the installation of DSS and integration of EVs/NAS storage to offer comprehensive backup solutions for clients' surveillance systems. Achieved 100% uptime in the backup process

Africa Climate Summit 2023

- Acted as the lead Technical Engineer for the summit, managing network infrastructure and surveillance. Delivered continuous uptime and security for the event's critical systems.

National Defense University (2022-2023)

- Successfully configured IP phones, VoIP systems, and network segmentation to enhance communication security within the university

Nairobi Regional Hospital Ministry of Defense:

- Led the structured cabling, IP telephony installation, wireless network deployment, and surveillance system setup for the hospital. Provided comprehensive training to staff on system usage

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EDUCATION

Professional Security Analyst
USIU Africa | September 2022

Bachelor of Science in Computer Science
Karatina University| *2016 - 2021*

CERTIFICATIONS & TRAINING

- Yealink Microsoft Teams Solutions Technical | June 2024
- Network Pen-testing by EC-Council | 2024
- Google Cloud Security Engineer | 2023
- AWS Technical Essential | July 2023
- Yeastar Certified Technician | May 2023
- Certified in Cybersecurity by (ISC)² | April 2023
- Fiber Optic Installer by ETA International | March 2023
- Cyber Security Analyst – Cyber Shujaa Program | 2022

HONORS & AWARDS

- **Cyber-Shujaa Scholarship**: Awarded a full scholarship to study Security Analyst for 3 months.
- **GCP scholarship**: Awarded a scholarship by Google Cloud for 3 months

LANGUAGES

- English: Native
- Swahili: Native

REFERENCES

Available upon request.