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Professional Summary

I am a passionate certified cloud solutions architect with a passion for solving problems, an enthusiastic learner and creating solutions for various domains in IT. I have earned AWS Certified Solutions Architect Associate, VMware Certified Professional – Data Center Virtualization 2024, with over 5 years of experience in cloud and infrastructure management. My aim is to leverage my skills and expertise to successfully deliver effective and efficient solutions where I can offer the biggest advantage to better utilization of technology applying industry best practices. I am always eager to learn and teach new skills and technologies, and to apply them to solve real-world problems. I am open to new opportunities and challenges in the IT industry. If you are looking for a reliable and versatile IT expert, let's connect.

Experience

ICT Support Lead

07/2023 to Current
Nairobi

Gertrude's Children's Hospital

- Met budget targets through responsible planning and resource allocation.
- Planned, scheduled, and controlled installation processes from start to finish to ensure all project requirements are delivered on time.
- Created historical records, documenting hardware and software changes and revisions.
- Communicated effectively with technical support teams to resolve escalated issues swiftly and efficiently using helpdesk management systems such as ManageEngine.
- Provided real-time support to over 1200 staff in the organization with technical issues on conference and video calls, HMIS, HRMIS, MRE and all other endpoints system.
- Utilized root cause analysis to diagnose and troubleshoot commonly reoccurring issues.
- Supported junior staff members through informal on-the-job training and supervision.
- Performed recovery operations to restore systems following failures.
- Backed up servers on on-prem DR, cold site and on the cloud regularly to reduce data loss .
- Kept detailed records of new installations and related licenses.
- Configured networks to meet performance requirements.
- Monitored computer system to view performance and intervened in identified problems using Fortinet's Endpoint Detection and Response EDR and XDR.
- Determined project's equipment, staff and training needs by assessing technical requirements.
- Synthesized large datasets into actionable insights, elevating decision-making using data analysis and management tools such as Python, Power BI, Tableau and Amazon Quick sight.
- Updating, management and monitoring of all cloud infrastructure including native cloud and Hybrid cloud.
- Hands on Experience on AWS Cloud.
- ICT Support Lead heading a team of 9 permanent staff and the internship program attaining a success rate of 94% on average staff appraisal and 99% success rate on the internship.

ICT Support

01/2019 to 06/2023
Nairobi, Kenya

Gertrude's Childrens Hospital

- Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades
- Windows and Linux server administration including installation, monitoring, maintenance, and management.
- Certified in the Deployment, management, and maintenance of Telehealth, teleradiology and telemedicine technologies and services.
- Maintain and Manage backups both on premise and in the cloud.

- Develop and interpret organizational goals, policies, and procedures.
- Develop information systems resources, providing for data security, control, strategic computing, and disaster recovery by implementing co-location, strategic management, and security in healthcare systems.
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements for the whole organization.
- VMware installation, Configuration, automation of server tasks such as updates and Management
- Helpdesk management using ManageEngine and Spiceworks helpdesk systems configuration and management.
- Prepare and review operational reports and projects progress reports.
- Provide users with technical support for computer, systems problems and managing hospital helpdesk systems (Spiceworks and ManageEngine)

Core Technical and soft skills

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| <ul style="list-style-type: none"> • Infrastructure as Code using technologies such as CloudFormation and Terraform. • Cloud Security and cloud Fundamentals using Cloud computing best practices. • SD-Wan deployment and management • AWS Cloud Monitoring, troubleshooting and Audit. • Compliance, Risk analysis and management. • Systems and networks automation, troubleshooting and Maintenance. • Automation using scripting and programming languages. • Audio Visual/Video conferencing. • Python Programming. • Linux systems administration. • Disaster Recovery Management. • Windows, and MacOS OS Administration. • Team leadership. | <ul style="list-style-type: none"> • Problem-solving. • Communication skills. • Cloud engineering and solutions architecture. • DevOps skills such as Git, Linux, Bash scripting, ansible, and monitoring. • VMware vSphere installing, management and configuration, operation, and monitoring. • Confidentiality and discretion with strict adherence to data protection policies. • Office/Microsoft 365 and Microsoft Azure Administrator. • End user, Helpdesk and Ticketing Systems Support and administration. • Telemedicine, Telehealth and Teleconsultation systems Expert. • Data center virtualization and infrastructure co-location. • Information Systems Audit. • Team supervision. • Network and infrastructure Security. |
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Education

Diploma: Information Science
MOI UNIVERSITY

Nov 2018
Kenya

Key Projects, Accomplishments and Achievements.

- Implementation of organizations SD-Wan network project migrating from a MPLS and being able to see a 35% reduction in connectivity expenses and maintaining a SLA of 99.99% network uptime.(51 Minutes Downtime a year.)
- Successful deployment of a Co-location site for both the organizations Main servers and DR-sites managing to save the organization over 56000 USD in data center operation costs but most of all reducing the headache of managing the servers, operating power, physical security and the limited space available on-site.
- Full backup, disaster recovery sites on cloud, on site and on warm site
- Designing a serverless web backend on AWS
- Deployment of a MicroServices architecture application on AWS
- .Creating an application monitoring pipeline using AWS.
- High Performance Computing POC on AWS for a machine learning team and Medical records scanning and archival teams.
- Ensuring that all issues are logged, managed and resolved using the organization's helpdesk management system attaining a 97.98% logging and resolution of tickets.

- 100% fully operational telemedicine sites that delivers services efficiently to all the remote areas that the service is set up in 5 counties and 6 sites, with a target of over 56000 patients in 5 years.
- 79% Reduction in printing cost by use of digitization and processes automation strategies including collaborative tasks in Microsoft Power platform and SharePoint on HR, Medical records and internal user forms.
- Fully update of organizations policies, procedures, programs, and charters in collaboration with other teams to achieve a first run JCI accreditation (Audit)
- Collaborate with HR and vendors to achieve a 99% use of E-Learning platform for staff education and Hospital training school online.
- Planned rotas to maintain high service levels while minimizing payroll costs by use of HRMIS system on Dynamics business.
- Trained and mentored employees on best practices to maximize team performance and minimize on risk.
- Recognized by management on leadership qualities.
- Planned and coordinated HRMIS and HMIS projects resulting in increased staff management and better results and financial gains for the institution, and better and quality patient care through the use of the HMIS.
- Worked directly with senior leadership to develop and administer over 500,000 USD-per year department budget.
- Achieved certification through AWS, VMware and Fortinet organizations.
- Created and developed critical Management of information policies to consistently exceed quality and production targets.
- Streamlined workflow by consolidating lengthy processes and redundant documentation which resulted in more effective and timely completion of patient care and better staff management through automation and simplification of these processes.

Certifications

- AWS Solutions architect associate - certified.
- VMware Certified Professional – Data Center Virtualization 2024.
- Certified Safety Marshall
- Certified in Basic Life Support.
- LIMS Administrator 1 certified
- Certified in Risk analysis and management.
- NSE Network security certified.