Jamesmax Macharia

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Career Professional Summary:

I am an experienced ICT Engineer with over 8 years in information systems and a reputation for resolving problems and improving customer satisfaction. I am an IT enthusiast eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Proficient in IT troubleshooting and computer systems training. Motivated to learn, grow, and excel in IT. Dependable and organized professional with a history of meeting company goals through consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to enhance the organizational brand. Willing to take on additional responsibilities to meet team goals.

Skills:

- Accounting IT systems.
- File management and data backup.
- AWS Cloud.
- IT equipment installation and configuration.
- Capacity planning.
- IT training and information security.
- Mail server management and configuration.
- Customer service and support.
- CRM systems.
- Operating systems.
- Database administration and database query languages (MySQL, others).
- Performance monitoring and evaluation.
- Domain name systems (DNS).
- CCNA.
- Python Language.
- Security systems monitoring.
- Docker and Kubernetes containerization.

Projects

Technical Projects:

1. **CISCO Telephony System Upgrade**

   - *Role:* Technician

   - Upgraded the telephony system at Internet Solutions to enhance customer care services. Implemented dashboards and customer analysis reports using custom software to provide managers with improved insights into customer service operations.

2. **EDMS System Upgrade at WAICA Re**

   - *Role:* Supervisor

   - Supervised the upgrade of the document handling system at WAICA Re, ensuring the seamless transition of all company documents to the MFiles EDMS. Successfully implemented custom software for a paperless system, conducting user training for efficient system utilization.

3. **Office Cable and Server Installation - Angelica Medical Company**

   - *Role:* Project Lead

   - Led the installation of a new office cable and server system for Angelica Medical Company, transitioning the office to operate on wireless access points. Implemented custom software for a comprehensive office Wi-Fi controller and Biometric access control system, enhancing office security.

4. **Cloud Transition at WAICA Re**

   - *Role:* Supervisor

   - Supervised the transition of WAICA Re's document handling system from local servers to cloud hosting. Successfully trained users on new processes and workflows, enabling seamless collaboration. Upgraded the system for intercommunication with other company systems, facilitating easy data analysis.

Personal and Cloud Projects:

1. **Elastic Stack Security Monitoring**

   - Hosted and ran the Elastic Stack on the cloud using Docker to monitor house security and internet usage. Implemented real-time security monitoring solutions for enhanced home security.

2. **Cloud-Based Network DNS System**

   - Hosted the network DNS system on the cloud to improve network security. Implemented measures to enhance DNS security for a more resilient and secure network infrastructure.

3. **Docker and Kubernetes Learning Project**

   - Explored and learned about Docker and Kubernetes to understand containerization and orchestration technologies. Acquired practical knowledge in deploying and managing applications in containerized environments.

4. **Server and Operating Systems Learning Project**

   - Delved into the intricacies of servers and operating systems, with a focus on Windows and Linux environments. Gained expertise in configuring, managing, and optimizing server systems for various applications.

Work Experience:

Tech Services Consultant Manager, LiteBlue Business Solutions, Nov 2019 - Current

- Guided organizational technology strategy and roadmaps.
- Installed software, modified and repaired hardware, and resolved technical issues.
- Provided base level IT support to technical and non-technical personnel within clients.
- Managed call flow and responded to technical support needs of customers and clients.
- Identified and solved technical issues with a variety of diagnostic tools.
- Resolved problems with malfunctioning products.
- Followed up with colleagues to ensure optimal satisfaction.
- Installed and deployed Linux and Windows servers in either Hyper-V or VMWare.
- Configured continuous management and monitoring of systems.
- Configured routers and other network devices for clients.
- Managed data backup and recovery for clients' servers.
- Ensured business continuity for clients, especially during work from home duration.
- Participated in team-building activities to enhance working relationships.

IT Supervisor, Carrefour Kenya (Junction Mall), January 2019 to October 2019

- Managed daily performance of computer systems and immediately responded to retail issues to keep network up and running.
- Led technology selection and rollout, focusing on organizational planning, provider contracts, and supplier service-level agreements.
- Produced reports and updated senior leaders on progress and roadblocks.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.

IT Technician, Internet Solutions Kenya, Jan 2017 to November 2018

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Created support documentation that enabled the user community to extend skills, leverage system features, and find resolutions to questions without intervention from the support team.
- Processed over 50 support requests weekly for technical assistance on a wide range of issues related to IT.
- Answered and triaged requests for assistance to provide top-notch support.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Served at the internal helpdesk, accepting and resolving calls or delegating more severe issues to the supervisor.
- Maintained and monitored the server room, wireless network, and other server infrastructure, keeping systems running smoothly.
- Configured systems according to prescribed software and hardware frameworks.
- Corrected connectivity faults to restore user access to local networks, cloud-based storage, and the public web.
- Maintained a record of daily individual tickets, troubleshoots, and pertinent incidents for work analysis and assessment.
- Onboarded new users to internal systems by providing network credentialing, desktop and laptop usage, and BYOD programs.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Performed maintenance tasks on PCs, networks, and mobile devices.

Data Analysis Intern, Bimas Sacco (Embu), January 2015 to August 2015

- Identified, analyzed, and interpreted trends or patterns in complex data sets by finding correlations and visualizing with charts.
- Utilized various professional statistical techniques and maintained large databases to collect and analyze data from partners and customers.
- Cleaned up and backed up data to maintain data integrity during extraction, manipulation, and processing.
- Completed filing, data entry, and copying for data analyst team.
- Extracted, loaded, and reconciled large amounts of data across 10 system platforms and sources to validate loan and financial credibility for applicants.

Information Technology Attachment, Next Technology, September 2014 to December 2014

- Provided Tier 1 IT support to non-technical internal users through desk-side support services.
- Resolved a diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Installed security applications and devices and suggested additional security measures.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi.
- Provided replacement files to customers missing data, media files, and software components.
- Used ticketing systems to manage and process support actions and requests.
- Documented and tracked support requests to ensure timely resolution of problems.
- Assisted with the installation, configuration, and maintenance of hardware, software, and networks.

Education:

Bachelor of Business with Information Technology,

Jomo Kenyatta University of Agriculture and Technology, Juja, Thika,

2012-2016

K.C.S.E.,

Kanjuri High School, Karatina,

2008-2011 K.C.P.E.,

Professional Certificates:

CCNA, IAT Nairobi Campus, 2018

Software Engineering, 2023-Ongoing, ALX Africa

AWS Cloud Engineer, 2023-2023, AWS SkillsBuilder.

References:

Name: Bright Gameli, CTO, Xetova Kenya, Phone: +254 712 421951

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