

JOSEPH MASIKA

📍 Nairobi, Kenya | 📞 +254748114693 | ✉ massikajoseph99@gmail.com | 📁 [Portfolio](#)

IT professional with over two years of progressive experience in Full-stack Web Development, and Network Systems Administration. Proficient in building dynamic web applications using modern JavaScript frameworks, and PHP frameworks. Passionate about creating clean, responsive, user-friendly interfaces and collaborating with cross-functional teams to deliver impactful solutions. Enthusiastic about driving digital transformation and implementing best practices.

EXPERIENCE

Junior Software Engineer / Network Support

Fidelity International Hospital | Juba- South Sudan | 06/2024 - 12/2024

- Designed and developed dynamic, responsive web application modules using React.js, Next.js, Laravel and the MERN stack, implementing comprehensive server-side logic.
- Built reusable frontend components following best practices for code maintainability and scalability.
- Actively monitored network infrastructure and IT services, providing real-time alerts on network status, failures, and degradation to technical departments within defined SLAs.
- Provided technical support resolving 95% of issues within SLAs, managing user accounts, permissions, and system configurations
- Conducted security audits and implemented access controls ensuring compliance with ISO 27001 standards

NOC Engineer / Technical Support

Ahadi Wireless Corporation - KONNECT | Nairobi | 07/2022 – 06/2024

- Developed Python automation scripts for network data collection integrated with InfluxDB and Grafana dashboards, enhancing monitoring capabilities
- Participated in FTTH and GPON network implementation projects in Kasarani, Nairobi, gaining experience in infrastructure deployment
- Managed installation, configuration, and monitoring of application servers and network devices ensuring 24/7 uptime at the Point of Presence (Pop)
- Provided round-the-clock technical support across applications, network systems, and CRM platforms, developing strong problem-solving and communication skills
- Enhanced system resilience by executing comprehensive IT risk assessments and implementing network security protocols, reducing operational risks.
- Diagnosed and resolved complex technical issues using advanced troubleshooting methodologies.

SKILLS

- Programming & Development – JavaScript, Python, PHP, Node.js and Database Management (SQL, MySQL, PostgreSQL, MongoDB)- Frameworks (React.js, Express.js, Next.js, Laravel)
- Data Analytics & Automation – Python scripting, SQL, data visualization (Grafana), and performance optimization.
- Network Infrastructure Design, Implementation & Administration: - Advanced knowledge of network operation architectures (GPON, DATACOM).
- Technical Support & Incident Management: Professional remote technical support, customer service delivery and technical documentation.
- Strong analytical and decision-making skills - Risk assessment, data analysis, and problem-solving.

EDUCATION

09/2018 - 06/2022

Bachelor of Science in Computer Science | Maseno University - Kisumu

- Grade: Second Class Honors (Lower Division)

PROFESSIONAL TRAINING & CERTIFICATIONS

2022

CCNA (Cisco Certified Network Associate) Certification | Netacad Academy

2024

ServiceNow Associate System Administrator | ServiceNow

2025

Kubernetes and Cloud Native Associate |The Linux Foundation

2025 -

Software Engineering | African Leadership Experience - (ALX) | Nairobi, Kenya

REFEREES

MR. MESHACK MAINGI - TEAM LEAD

AHADI WIRELESS CORPORATION - KONNECT

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