

JOSEPH MASIKA

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IT professional with over three years of progressive experience in ICT systems administration, software development, IT support, and network engineering. Adept at aligning technology initiatives with organizational goals, delivering high-quality solutions, and fostering collaboration across teams. Enthusiastic about driving digital transformation and implementing best practices.

EXPERIENCE

Junior Software Developer

Fidelity International Hospital | Juba- South Sudan | 07/2024-12/2024

- Developed and deployed dynamic web interfaces with comprehensive server-side logic using the MERN Stack and Laravel.
- Strengthen information security by conducting regular audits, implementing robust access controls, and ensuring compliance with industry-standard frameworks like ISO 27001.
- Deliver technical support for end-users, resolving 95% of issues within defined SLAs while managing user accounts, permissions, and system configurations.
- Analyze system workflows and performance metrics, providing actionable recommendations to improve operational efficiency and align IT solutions with business goals.

Network Operations Center Engineer (NOC)

Ahadi Wireless Corporation- KONNECT | Nairobi | 07/2023 – 06/2024

- Network Design and implementation: Participated in the implementation of FTTH and the overall GPON architecture in Kasarani, Nairobi.
- Efficiently installed, and configured network and IT Systems and management of the Point of Preference (POP), ensuring seamless operation.
- Diagnosed and resolved complex technical issues across multiple network systems and applications.
- Enhanced system resilience by executing comprehensive IT risk assessments and implementing network security protocols.

IT Technical Support Specialist

Ahadi Wireless Corporation - KONNECT | Nairobi | 08/2022-06/2023

- Implemented network performance monitoring solutions, achieving 24/7 uptime and enhanced reliability.
- Technical Customer Support: Provided 24/7 technical support across multiple network systems and CRM platforms.
- Automated network data collection from network devices using Python scripts, Influx DB and Grafana dashboard for enhanced monitoring.
- Network Troubleshooting: Diagnosed and resolved complex technical issues across network infrastructure using advanced troubleshooting tools.

SKILLS

- Network and IT Systems Administrator –deployment, monitoring and management of network servers and IT systems.
- Technical Customer Service and Support - extensive customer support and technical documentation experience.
- Software Development – Programming (JavaScript, Python, PHP, Golang), Web development (MERN Stack, Laravel).
- Experience with IT service management (ITSM), ticketing systems (Jira), and remote support tools (AnyDesk).
- 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

05/2025

Kubernetes and Cloud Native Associate |The Linux Foundation

2024 -

ServiceNow Associate System Administrator | ServiceNow

2022

Cisco Certified Network Associate (CCNA) | CISCO Netacad Academy

REFEREES

MR. MESHACK MAINGI - TEAM LEAD

AHADI WIRELESS CORPORATION - KONNECT

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