Loise Murugi Murage

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Professional Summary

Cloud engineer with hands-on training in AWS, Azure, and network security through Cyber Shujaa's intensive program. Skilled in Terraform, Ansible, and VMware with a strong foundation in firewalls, Linux, and monitoring tools (Zabbix). Proven problem-solver with IT operations experience (system troubleshooting, network maintenance) and a passion for automating cloud infrastructure. Eager to contribute technical aptitude and fast-learning ability to a collaborative cloud team.

Technical Skills

Cloud Platforms: AWS (EC2, IAM, Security Hub), Azure (Security Center), Google Cloud
Automation & IaC: Terraform, Ansible
Networking & Security: Firewalls, TCP/IP, VPNs, NMAP, Kali Linux
Monitoring & OS: Zabbix, Windows/Linux Administration
Certifications: CCNA, Cyber Shujaa (Cloud & Network Security), Microsoft Security Compliance and Identity (SC900)

Professional Experience

Customer Support Research Assistant | Common Goal Research | Nairobi, Kenya **|** Aug 2024 – April 2025

- Automated data collection workflows using Tableau, improving efficiency by 30%**.**
- Performed statistical analysis in Excel, identifying key trends for stakeholder reports.

Executive IT Support & Services | IDS NEXT Business Solutions | Nairobi, Kenya | Aug 2021– March 2023

- Network & Security**:** Configured firewalls, resolved VPN issues, and performed security audits.
- Troubleshooting: Diagnosed hardware/software issues (Windows/Linux) for 50+ users.
- Documentation: Maintained system configurations for efficient IT operations.

IT Operations Supervisor | Paytech Limited | Nairobi, Kenya | Jun 2014– Aug 2020

- Managed Office 365 systems, including security policies and updates.
- Led IT infrastructure upgrades, ensuring 99% uptime for critical systems.
- Documented IT assets & configurations for streamlined troubleshooting.

Education & Cloud Training

Bachelor of Science in Information Technology
Jomo Kenyatta University of Agriculture & Technology | June 2018

Cyber Shujaa Fellowship | *Cloud & Network Security* | Dec 2024

- Deployed secure AWS/Azure cloud architectures in lab environments.
- Automated VM provisioning using Terraform and Ansible
- Conducted vulnerability assessments with NMAP/Wireshark.
- Managed hybrid networks (VMware + Cloud) and monitored performance via Zabbix

Projects & Lab Work (Classroom & Cyber Shujaa)

Automated Cloud Deployment | Terraform + AWS

- Built scalable EC2 instances with auto-scaling groups and load balancers.
- Reduced manual setup time by 70% using Infrastructure-as-Code (IaC).

Hybrid Cloud Monitoring | Azure

- Configured real-time alerts for VM performance metrics in Azure.

Network Hardening Lab | Kali Linux + NMAP

- Identified and mitigated vulnerabilities in a simulated enterprise network.

Key Strengths

- **Fast Learner:** Mastered AWS/Azure labs in 3 months during Cyber Shujaa
- **Automation Focus:** Passion for scripting (Terraform) to reduce manual tasks.
- **Problem-Solving:** Resolved 100+ IT issues in prior roles via analytical troubleshooting.
- **Collaboration:** Trained junior staff in IT best practices.

Referees

Available Upon Request