

# Resume

## Personal details

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Address	427, 60400 Chuka
Date of birth	January 2, 1996
Gender	Male
Nationality	Kenyan

## Objective

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To advance my professional skills, expertise, and knowledge within an organization that values dedication and hard work, and provides opportunities to tackle responsibilities and challenges. I seek a role that allows me to contribute meaningfully to the company's success while fostering my own professional growth through continuous learning and development. I am eager to embrace new challenges, leverage my technical abilities, and collaborate with a dynamic team to drive innovative solutions and achieve organizational goals.

## Employment

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Apr 2024 - Present	<b>Network Operation Center and Automation Engineer</b> <b>Ahadi Wireless Limited, Nairobi</b> <b><u>Roles and Responsibilities</u></b> <ul style="list-style-type: none"><li><b>Network Monitoring:</b> Continuously monitor network performance using advanced monitoring and visualization tools (<b>Telegraf</b>, <b>InfluxDb</b> and <b>Grafana</b>) to detect and address issues promptly. Ensure maximum network up time and reliability.</li><li><b>Incident Response:</b> Respond to network incidents, troubleshoot and resolve issues swiftly. Coordinate with relevant teams to minimize downtime and perform root cause analysis to prevent future occurrences.</li><li><b>Automation Development:</b> Design and implement automation scripts using <b>Python</b>, to streamline network operations. Automate repetitive tasks to increase efficiency and reduce human error.</li><li><b>Configuration Management:</b> Setting up data centers and to ensure configurations are consistent and compliant with company policies.</li><li><b>Capacity Planning:</b> Monitor network capacity and recommend for</li></ul>
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future expansion.

- **Documentation:** Maintain comprehensive documentation of network configurations, incidents, changes, and standard operating procedures. Generate detailed reports on network performance and automation outcomes.
- **Disaster Recovery Planning:** Develop and test disaster recovery plans to ensure network resilience. Implement backup solutions and redundant systems to maintain business continuity.
- **Continuous Improvement:** Lead initiatives to enhance network performance and NOC operations. Stay updated with industry trends and best practices to implement innovative solutions.
- **Training and Mentorship:** Provide training and mentorship to junior engineers and NOC staff. Develop training materials and conduct workshops to enhance team skills and knowledge.
- **Compliance:** Ensure network operations comply with industry standards and regulations.
- **Customer Support:** Offer technical support to customers, addressing network-related issues effectively. Ensure a high level of customer satisfaction through timely and clear communication.

Jan 2023 - Mar 2024

#### **Manager, Network Maintenance and Operations Department**

**Ahadi Wireless Limited, Nairobi**

##### **Responsibilities and Duties**

- **Network Infrastructure Management:** Led the maintenance, security, and optimization of the network infrastructure to ensure reliable and efficient performance. Oversaw daily operations, troubleshooting, and resolution of network issues.
- **Team Leadership:** Managed a diverse team of network engineers and technicians, fostering a collaborative and productive work environment. Delegated tasks, set performance goals, and conducted regular performance reviews to ensure team efficiency and growth.
- **Maintenance and Monitoring:** Implemented robust monitoring systems to track network performance and identify potential issues before they escalate. Ensured regular maintenance schedules were adhered to, minimizing downtime and maximizing uptime.
- **Security Management:** Established and enforced security protocols to protect network integrity from cyber threats. Conducted regular security audits and vulnerability assessments, implementing necessary security measures.
- **Capacity Planning:** Analyzed current and future network needs, planning for capacity upgrades to meet growing demands. Ensured the network could handle increased traffic and evolving technological requirements.
- **Vendor Management:** Negotiated contracts and managed relationships with vendors to procure necessary equipment and services. Ensured vendors met their contractual obligations and provided high-quality products and services.
- **Documentation and Compliance:** Maintained comprehensive documentation of network configurations, changes, and procedures. Ensured compliance with industry standards and regulatory requirements.

- **Disaster Recovery Planning:** Developed and tested disaster recovery plans to ensure business continuity in case of network failures or other emergencies. Implemented redundant systems and backup solutions.
- **Continuous Improvement:** Led initiatives to continuously improve network performance and operational processes. Implemented best practices and innovative solutions to enhance efficiency and effectiveness.
- **Quality Assurance:** Supervised the work of the installation team, ensuring all projects met quality standards. Accepted or rejected completed work based on rigorous quality assessments and escalated issues for rectification.
- **Power Backup System Design:** Spearheaded the design and implementation of a data center power backup system. Established remote monitoring of the UPS status using SNMP protocol to ensure power reliability.
- **GPON Network Implementation:** Played a key role in the design and deployment of GPON network infrastructure within the FTTH model, enhancing the company's service offerings and network capabilities.
- **Payroll and Rewards Management:** Handled payroll activities and developed reward protocols to recognize and incentivize team performance. Ensured fair and timely compensation for team members.
- **General Operations Team Participation:** Collaborated with the General Operations Team on various company-wide operational activities. Contributed to policy formulation, strategic planning, and implementation of company initiatives.
- **Training and Mentoring:** Provided training and mentorship to team members, enhancing their technical skills and professional development. Fostered a supportive and knowledge-sharing environment.

**Jun 2022 - Dec 2022**

**General Maintenance Team Lead**

**Ahadi Wireless Limited, Nairobi**

Led all regional teams in the communities we served and oversaw all maintenance activities.

**Nov 2021 - Jun 2022**

**Regional Team Lead**

**Ahadi Wireless Limited, Nairobi**

Led a team of 3 network technicians tasked to maintain all network infrastructure in the entire regional community of Githurai 45.

**Mar 2021 - Nov 2021**

**Network Field Technician**

**Ahadi Wireless Limited, Nairobi**

**Ethernet Cabling and Power Termination:** Expertly install and terminate Ethernet cabling and ensure proper power connections for network devices.

**Receiver Configuration and Binding:** Set up receivers and bind them to transmitters, ensuring reliable communication between network components.

**Core Switch VLAN Configuration:** Configure VLANs on core switches to

segment and manage network traffic efficiently.

**Troubleshooting and Issue Resolution:** Diagnose and resolve issues with network devices, ensuring minimal downtime and optimal performance.

**Fiber Laying Participation:** Actively participate in fiber optic cable installation projects, contributing to the expansion and enhancement of network infrastructure.

**Access Point Binding:** Configure and bind access points to the access controller for centralized network management.

**Technical Support:** Provide exceptional technical support to clients, addressing their network-related inquiries and issues promptly.

**Network Monitoring and VLAN Creation:** Utilize the access controller to monitor connected devices and create VLANs to enhance network security and efficiency.

**Data Management:** Perform data entry, analysis, and maintain accurate records of network configurations and activities.

**Transmitter and Receiver Binding:** Configure and bind both transmitters and receivers, ensuring synchronized network operations using the P2P model.

**Device Monitoring:** Monitor network devices through the access controller, maintaining network health and performance.

## Internships

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**May 2018 - Aug 2018**

**ICT Intern**

**Meru Teaching and Referral Hospital, Meru**

- Data Entry.
- Server management and installation.
- Database management.
- Network monitoring.
- IT support to clients and staff.
- Computer Hardware installation and repairs.
- Software installations.
- Troubleshooting network and system issues and resolving.
- Database back up and restoration

## Education

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**Aug 2015 - Dec 2020**

**Bachelor of Information Technology**

**South Eastern Kenya University, Kitui**

Attained a 2nd Class honor

**Feb 2010 - Nov 2014**

**Kenya Certificate of Secondary Education**

**St. Pius X Seminary, Nkubu**

**Jan 2001 - Nov 2009**

**Kenya Certificate of Primary Education**

**Wise Dove Academy, Chuka**

## **Workshops Attended**

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1. Access to Government Procurement Opportunities. Workshop attended at Jomo Kenyatta University of Agriculture and Technology in May 2016.
2. Ajira Digital Training Attended at Co-operative University Meru Campus facilitated by Google in association with e-Mobilis Kenya and Ministry of ICT in July 2017.

## **Skills**

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<b>Fusion Splicing</b>	Excellent
<b>Microsoft Excel</b>	Very good
<b>Fiber Optic Networks</b>	Very good
<b>Analytical Skills</b>	Very good
<b>Troubleshooting</b>	Excellent
<b>Grafana</b>	Good
<b>InfluxDB</b>	Good
<b>Telegraf</b>	Good
<b>Network Monitoring Tools</b>	Good
<b>Python Scripting</b>	Good
<b>Linux Systems</b>	Good

## **Languages**

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<b>English</b>	Very good
<b>Swahili</b>	Very good