

Resume

Personal details

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Date of birth	January 2, 1996
Gender	Male
Nationality	Kenyan

Objective

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

Apr 2024 - Present

Network Operation Center and Automation Engineer
Ahadi Wireless Limited, Nairobi
Roles and Responsibilities

- **Network Monitoring:** Continuously monitor network performance using advanced monitoring and visualization tools (**Telegraf**, **InfluxDb** and **Grafana**) to detect and address issues promptly. Ensure maximum network up time and reliability.
- **Incident Response:** 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.
- **Automation Development:** Design and implement automation scripts using **Python**, to streamline network operations. Automate repetitive tasks to increase efficiency and reduce human error.
- **Configuration Management:** Setting up data centers and to ensure configurations are consistent and compliant with company policies.
- **Capacity Planning:** Monitor network capacity and recommend for

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

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

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

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-Mobilliz Kenya and Ministry of ICT in July 2017.

Skills

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

Languages

English	Very good
Swahili	Very good