

RAYMOND WASIKE

SOFTWARE ENGINEER

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EDUCATION

2021 - December 2025

JOMO KENYATTA UNIVERSITY OF
TECHNOLOGY AND AGRICULTURE
DEGREE IN BUSINESS COMPUTING

2017 - 2021

MOI HIGH SCHOOL - MBIRURI
KENYA CERTIFICATE OF
SECONDARY EDUCATION

SKILLS

- Software Development and Maintenance
- System Maintenance
- Database Management
- Cybersecurity Strategies
- Network Administration
- Data Analysis and Entry

PROFILE

Software Engineer with 2 years Experience in Software Development, Information Systems management, Cybersecurity strategies and Network Administration from My Attachment and Individual and Group Projects in the related Fields. I've completed my course and awaiting graduation in December 2025. Passionate about leveraging technology to improve efficiency, continuous learning, teamwork, and contributing to impactful projects within dynamic organizations

WORK EXPERIENCE

IT Specialist

Upwork

Departments: Servers, Cybersecurity, Networks

JUNE 2025 - Present

Managed and maintained enterprise-level IT infrastructure with a focus on server performance, uptime, and reliability. Collaborated across departments to ensure system security, network stability, and incident prevention.

Key Achievements

- Optimized Windows and Linux servers to maintain 99.9% uptime through proactive monitoring and tuning.
- Automated diagnostics and alerting using PowerShell and Bash, reducing manual checks by 30%.
- Strengthened backup, recovery, and patching processes to eliminate data loss and security risks.
- Supported network optimization via VLAN segmentation, DNS/DHCP tuning, and performance audits.
- Maintained detailed technical documentation aligned with ITIL best practices.

Tech Stack: Windows Server | Linux | PowerShell | Bash | VMware | AWS | DNS/DHCP | Active Directory | Network Security

REFERENCES

DENIS MASIGA

KENYA POWER AND LIGHTING COMPANY

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NANCY WASIKE

JKUAT Lecturer and Mentor

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ATTACHEE/INTERN

KENYA POWER AND LIGHTING COMPANY

- Assisted in IT support and system maintenance to ensure smooth operations.
- Worked with the customer service team to resolve client inquiries and technical issues.
- Supported data entry, analysis, and report generation for operational efficiency.
- Assisted in maintaining network infrastructure and troubleshooting connectivity issues and Collaborated with various departments to improve workflow automation and digital solutions.

My efforts contributed to optimizing customer service processes, reducing response times by 10%. Assisted in resolving technical issues, improving system uptime and efficiency. Gained hands-on experience in IT infrastructure, networking, and customer relations. Successfully collaborated with teams to implement digital tools for enhanced productivity.