

Shadrack Mwangi Gathuru

CONTACT

✉ shadrackmwangi6@gmail.com

SKILLS

- Virtualization
- Storage Management
- Networking
- Security
- Collaboration and communication

EXPERIENCE

August 2019 - October 2022

IT Systems Administrator

Brookside Dairy Limited, Nairobi, Nairobi

- Troubleshoot network connectivity issues including LANs, WANs, VPNs.
- Monitored server resource utilization to ensure optimal performance levels were achieved at all times.
- Assisted with the deployment of various enterprise applications such as ERP systems or CRM databases.
- Performed regular preventive maintenance checks on servers to identify potential problems before they occur.
- Created detailed documentation on network infrastructure components for asset tracking purposes.
- Configured routers and switches for secure access between multiple sites utilizing VPN tunnels or other encryption methods.
- Monitored system performance and proactively addressed any potential problems or weaknesses in security protocols.

April 2018 - August 2019

I.T Systems Administrator(Intern)

Brookside Dairy Limited, Nairobi, Nairobi

- Managed user accounts and group policies, folder access and security settings with active directory.
- Provided technical support to end users via phone, email, remote desktop sessions, and on-site visits.
- Set up and managed Windows and Linux servers.
- Installed and configured Windows Servers, including Active Directory, DNS, DHCP, and Group Policy Objects.
- Created and maintained user accounts.
- Assisted with the installation of new applications on various platforms such as Linux, Unix and Windows Server 2008, 2012, 2016, 2019.
- Upgraded system software and hardware components to meet specific business needs.
- Troubleshoot hardware issues with server components like memory, hard drives, RAID controllers.

EDUCATION

November 2017

Diploma in BUSINESS INFORMATION TECHNOLOGY

Zetech University, Nairobi

ADDITIONAL INFORMATION

<https://github.com/Shaddisme>

<https://www.linkedin.com/in/shadrack-mwangi>