# RESUME

## CONTACT INFO

**NAME**; SHARON MUTHONI WARUI
**CONTACT**; +254700187851
**PERSONAL EMAIL**; waruisharon@gmail.com

**WORK EMAIL**; SMWarui@Safaricom.co.ke

## AREAS OF EXPERTISE/SKILLS

- IT Service Delivery
- Firewall Configuration, Support, and maintenance (Fortinet, Sophos, and Checkpoint)
- Fixed Network Support (GPON, Wireless Network, Mobile Network)
- GPON Network Implementation and Support (FTTB/FTTH/)
- Network Administration (LAN, WAN, MPLS)
- Monitoring tools; iMaster NCE
- MPLS Routing Protocols (EIGRP, BGP, P2P)
- Server Virtualization (VMware, Virtualbox)
- Linux/Unix Administration
- ERP Support and Administration (Oracle ERP Support and Microsoft Dynamics 365)

## EXPERIENCE

**Ftth Engineer: _SAFARICOM_**

March 2024 - current

KEY RESPONSIBILITIES

- Proactively monitoring and identifying downtimes to cascade to field teams for resolution.
- Fiber to the Home (FTTH) customer support to improve customer experience and reduce
- customer escalations.
- Monitoring incidents and connection requests to ensure they are fulfilled within Operational Level Agreements (OLAs) and service Level Agreements (SLAs).
- Providing Tier 2 technical support for enterprise clients using FTTH and IP-based systems.
- Coordinating with backend teams to troubleshoot incidents related to ERP modules and ensure service restoration.
- Maintained system uptime above 98% through proactive issue identification and resolution.
- Demonstrated ability to provide second-line support, ensure 99% system uptime, and uphold ITIL best practices

**Intern Fixed Networks Department: _SAFARICOM_**

November 2023 – February 2024

KEY RESPONSIBILITIES

- Assisted senior engineers in the design, implementation, and maintenance of Fixed Network Solutions within the Safaricom network.

- Gained hands-on experience with key network equipment like OLTs during network installations and commissioning.
- Supported network performance optimization by analysing protocol flows, performing packet captures and ensuring smooth data traffic.
- Collaborated with other engineers to help design and roll out 4G and 5G network solutions, contributing to the overall efficiency of the network.

**Broadcast IT Engineer:  _KENYA BROADCASTING CORPORATION (KBC)_**

May 2023 – August 2023

KEY RESPONSIBILITIES

- Collaborated with various teams to troubleshoot and maintain network equipment and services, ensuring continuous performance.
- Worked with switching and routing protocols to ensure smooth data transmission across the organization's broadcasting network.
- Conducted routine network monitoring to detect potential issues and optimize performance for better reliability.

**IT Expert: _ZANDAUX_**

May 2022 – April 2023

KEY RESPONSIBILITIES

- Developed automated scripts to enhance network performance and service provisioning, ensuring faster deployments and improved service delivery.

- Maintained data integrity across sales, inventory, and finance platforms by enforcing access control and user authentication protocols.

- Collaborated with vendors to resolve escalated support tickets related to Oracle-based inventory systems.

## EDUCATION

**Cybersecurity Certification** [January 2025- March 2025]

**Ethical Hacking** (Currently pursuing in Cybershujaa)

**BSc NETWORKS AND COMMUNICATION SYSTEMS** [2018 – 2022]

*[University Of Eastern Africa, Baraton, Second Class Honors (Upper Division)]*

**KCSE** [2014 – 2017]
*Bishop Gatimu Ngandu Girls High School*

**REFEREES**

**Available upon request.**