

# BRIAN MUTAI

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## SUMMARY

- NOC Support Engineer with network operations, troubleshooting, and service optimization expertise.
- Proficient in SLA monitoring, escalation management, and root-cause analysis to enhance network performance.
- Strong team collaboration and mentoring skills, fostering knowledge sharing and operational efficiency

## EDUCATION

**Kabarak University** – Nakuru, Kenya **September 2018 – December 2021** BSC, Computer Science

## WORK EXPERIENCE

**NOC Support Engineer August 2023 - Present Jamii Telecommunications Limited** – Nairobi, Kenya

- Monitoring, analyzing, and resolving network issues across GPON and MPLS technologies, ensuring optimal service performance.
- Conducting root cause analysis, identifying recurring problems, and recommending preventive measures to improve service stability.
- Investigating customer complaints and coordinating with internal teams to implement solutions, reducing service disruptions.
- Ensuring SLA compliance by tracking resolution times and escalating unresolved issues for timely intervention.
- Collaborating with vendors and cross-functional teams to resolve network faults, minimizing downtime.
- Generating reports on network performance, ticket resolution trends, and operational insights for process optimization.
- Mentoring and training junior engineers in troubleshooting methodologies, enhancing team productivity.

**NOC Support Intern September 2022 - July 2023 Jamii Telecommunications Limited** – Nairobi, Kenya

- Identify network status during the faulting process, report, and escalate for immediate attention
- Network monitoring, providing real-time network health surveillance and alarm reporting.
- Management of CRM tickets until closure, including liaising with the customers
- Troubleshoot and provide first-level customer technical support and feedback on network issues as per laid down procedures

**Attache September 2021 - November 2021 Kenya Power and Lighting Company**– Nakuru, Kenya

- Installed and configured network hardware and software, ensuring smooth system functionality.
- Troubleshoot and repaired faulty network components to maintain connectivity and operational efficiency.
- Monitored network performance, analyzed data, and recommended system improvements.
- Configured Cisco routers and switches to optimize network traffic flow

## SKILLS

Network troubleshooting SLA monitoring & compliance Network monitoring tools

## INTERESTS

Emerging Network Technologies Cloud Computing Process Improvement & Automation