COLLINS WANJALA

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PROFESIONAL SUMMARY

With over three years of experience in telecommunications, public sector, and academic environments, I have developed strong skills in supporting and managing IT infrastructure. My expertise includes Active Directory, CRM platforms, network security, firewalls (FortiGate, Cisco ASA, Huawei), DHCP, DNS, SQL database management, Python scripting, and troubleshooting hardware and software issues. I have provided technical support in roles at Kenya Revenue Authority, Kibabii University, Liquid Telecom, and Nars Technical Services.

I am well-equipped for remote IT support, with proven ability in ticket management, system monitoring, backups, firewall configuration, and system upgrades. I am a proactive problem-solver with strong communication and collaboration skills, able to work effectively with cross-functional teams to deliver secure, reliable, and user-focused ICT solutions.

WORK EXPERIENCE

ICT Officer

KENYA REVENUE AUTHRORITY

- Provided **first-line desktop technical support** to KRA staff by troubleshooting and resolving hardware, software, and network issues.
- Participated in **preventive maintenance** of ICT equipment (computers, printers, UPS) at the regional HQ and outer stations.
- Reconnected and configured **HFA machines** to KRA's network and ensured availability for end users.
- Assisted in the **setup and configuration of new user workstations**, including joining them to the domain and assigning appropriate access rights.
- Supported **Active Directory (AD DS)** tasks such as resetting domain account passwords and managing user authentication and ERP support(**SAP).**
- Installed and configured **network printers and multifunctional devices**, enabling access from shared networks.
- Conducted **data backups and recovery** operations on user machines to protect sensitive government information.
- Troubleshot and maintained **LAN/WAN connectivity**, including switches and routers, to support continuous office operations. • Documented ICT issues, resolutions, and asset movements using internal service desk tools.
- Ensured compliance with **ICT policies and security guidelines**, including software updates and antivirus checks.

Network Engineer   07/2024 – 10/2024

LIQUID TELECOM

- Designed, installed and configured network LANs for enterprises.
- Configured different types of Radios (LTE, Cambium ePMP, Airmux and Telrad).

- Assisted in Configuration of networking devices such as routers, switches, access points.
- Troubleshooted the Hardware and software of different networking devices.
- Diagnosed and determined best frequency channels for master access points modules and subscriber module radios.
- Performed network maintenance and system upgrades including the service packs, patches, and security configurations.
- Upgraded the firmware of customer MikroTik routers and Cambium radios for effective functionality.
- Installed access control system on customer routers for remote access.
- Collaborated in cable pooling during network installation exercises.
- Configured IP address on different radios and access points.

Network Engineer   06/2023 – 06/2024

NARS TECHNICAL SERVICES

- Designed, installed and configured Local Area Networks (LAN) for customers.
- Configured different types of Radios (LTE, Cambium ePMP).
- Configured different networking devices such as routers, switches, access points.
- Managed user access into systems.
- Performed Wi-Fi designs and Installations for enterprises and home users.
- Installed and configured different radios on mast towers.
- Repaired LANs for enterprise and individual customers.

EDUCATION

Bachelor of Science Information Technology (BSc I. T)   08/2019 – 05/2023

Maseno University -Main Campus (Maseno Town - Kisumu)   02/2015 – 11/2018
Kenya Certificate of Secondary Education (K.C.S.E) *S.t Peter's*
Boys High School- Nakalira (Kimilili)

SKILLS

- o Computer networking , hardware and software specialist.
- o Cyber security and Network security
- o Windows and Linux Systems (AD DS)
- o Programming Python (Network Automation
- o Database systems and Systems Administration (Active Directory)
- o IT auditing and Project Management
- o IT support ,ERP systems support such as SAP
- o Hardware and Software