# COLLINS WANJALA

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## PROFESIONAL SUMMARY

I am a Network Engineer with a solid foundation in Information Technology infrastructure, Active Directory Directory Services (AD DS), Customer Relationship Management (CRM), and strong problem-solving skills—especially within the telecommunications and public sector environments. With over two years of practical experience, I have worked extensively in both lab and field settings as a Network Engineer at Nars Technical Services and Liquid Telecom (covering the Western and Nyanza regions), supported ICT operations at Kibabii University, and currently serve as an ICT Officer at the Kenya Revenue Authority (KRA). I am proficient in IT operations including data backups, firewalls (FortiGate, Cisco ASA, Huawei), DHCP, DNS, network security, system administration, database management, software and hardware troubleshooting, and programming (Python). My journey in IT is driven by a genuine curiosity about how systems function and a passion for building practical solutions that make everyday tasks more efficient. Beyond my technical capabilities, I thrive in collaborative environments where communication, teamwork, and shared innovation drive successful outcomes.

## WORK EXPERIENCE

**ICT Officer**
**KENYA REVENUE AUTHRORITY**

- Provided **first-line 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.
- 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.

**ICT Clerk**                                                                      2022
*INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION (I.E.B.C)*
- During 2022 general elections and by -elections in Bungoma County, temporarily employed as ICT clerk and performed the following roles:
- Operated KIEMS kit to verity and validate voters biometrically.
- Authenticated voters' credentials in the manual register in case of KIEMS kit  failure.
- Filled and scanned forms F34A,34B with the help of Presiding officer.

## 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)*

## CERTIFICATES

- Cisco certified Network Associate (CCNA 1,2,3) –Cisco Academy
- Python at EDUCBA(Online)
- Diploma in Computer Networks (Alison Academy)
- Diploma in Database Systems (Alison Academy)
- Cyber Security (ICT Authority)
- Network Essentials (ICT authority)
- Cyber Ops
- Network Security

## CORE COMPETENCIES

- ICT User Support & Helpdesk
- Active Directory & Domain Services
- Network Configuration & Support
- Data Backup & Recovery
- Printer & Peripheral Setup
- System & Network Troubleshooting
- Cybersecurity Fundamentals
- LAN/WAN setup
- Windows/Linux Systems Administration
- Basic Programming (Python)
- Database Systems (MySQL, SQL)
- Firewall Management (FortiGate, Cisco ASA, Huawei)
- IT Documentation & Asset Management