

Professional Summary

As a Junior Network Engineer working in an Azure cloud environment, I bring a strong foundational knowledge and skills in cloud computing, networking principles, virtualization, and a passion for delivering efficient and scalable solutions.

With hands-on experience in Azure services such as Virtual networks, Compute, Storage, Identity, and Networking Security, I am adept at designing, deploying, and managing cloud infrastructure to meet diverse business needs.

My expertise extends to optimizing network performance, networking security, and implementing best practices in cloud architecture to ensure efficient resource allocation and cost optimization. I am eager to contribute to the success of organizations by leveraging the power of cloud technology.

Work Experience

Teraverde

Junior Network Engineer - Azure Cloud Environment

May 2020-Present

- **Network Configuration and Maintenance:**

Utilizing tools such as Azure CLI, PowerShell and Azure Resource Manager Templates (ARM) to automate provisioning, configuring and maintenance of Azure resources such as Virtual Machines, Storage, Identity, Virtual Networks, Subnets, Virtual Network Appliances, VPN, Security Groups, Load Balancers, Application Gateways and Firewalls, in the Azure Cloud environment.

- **Troubleshooting Network Issues:**

Identifying and resolving network connectivity and authentication problems, performance issues, and researching and applying fixes to address security vulnerabilities.

- **Network Monitoring and Optimization:**

Monitoring Availability of Azure infrastructure, network performance and analyzing network traffic and logs using tools such as Azure Monitor and Network Watcher to identify bottlenecks and optimize network configurations to enhance network performance, reliability, and security.

- Network Security:

Ensuring security of the Azure Cloud environment by implementing and maintaining best practices in network security measures by configuring firewalls, intrusion detection systems, and access controls policies, to protect the network from unauthorized access and cyber threats.

- Network Documentation and Reporting:

Documenting network configurations, changes, and troubleshooting procedures creating network diagrams and generating reports to provide insights into network performance and security and ensure compliance with internal policies, procedures and external regulations.

- Collaboration and Communication:

Collaborating with other teams, such as developers, to ensure seamless integration of network components with other cloud services and development environments in the Azure Cloud environment.

- Liaising with Vendors and Managed Service Providers to resolve escalated infrastructure support incidents and to ensure Service Level Agreement is met.
- Regularly review access to Azure Infrastructure to ensure access to resources is still necessary and appropriate.
- Assist in implementing backup and disaster recovery policies and strategies such as ensuring cross region restore and recovery is enabled for critical business applications.
- Working with the Chief Technology Officer to evaluate Azure resource usage, research and implement strategies to optimize cloud spend.
- Collaborating with the infrastructure team to provision azure resources for clients' projects according to client's requirements and needs.
- Administering Role-Based Access Control (RBAC) permissions to ensure proper access and authorization of users and third parties to Azure resources.

Community First Fund

Application Support and Systems Specialist

Feb 2019 – May 2020

- Provided guidance in selecting and planning for new applications.
- Managed the implementation of new applications and systems integrations.
- Maintained a strong working knowledge of all applications and the interface between applications.
- Functioned as the primary technical contact with software vendors.
- Maintained a strong communication link with end users of applications.
- Provided guidance on utilizing systems and applications effectively.
- Oversaw training plans for users of applications.
- Provided orientation to new users on applications and hardware.
- Ensured security for all IT systems and information-including providing security awareness training to staff.
- Assigned and maintained user access to networks and applications.
- Provided troubleshooting applications, database, and mobile device problems.
- Scheduled and performed routine application maintenance and upgrade.
- Maintained computer and software inventory.
- Helped formulate IT Risk management milestones and metrics for organization Strategic Plan.
- Developed custom reports based on departments reporting needs to pull meaningful information to support teams in decision making.
- Performed application access control tasks including, new, change, and disabling users per requests.
- Monitored and ensured proper application security controls and access rights are implemented.
- Maintained and updated technical documentations and procedures.
- Provided end-user support for all PC based applications and services.

County of Lancaster

PC Technician

Nov2018-Dec2018

- Setup and configuration of Mitel Cloud phones.
- Helped with tasks assigned during migration from Cisco phone system to Mitel cloud.
- Provided troubleshooting of assigned end-user support requests.

Primary Care of York

IT Support Technician

Nov 2018 -Jan 2019

- Installed, configured, and resolved computer and printer problems.
- Resolved end user support requests.
- Helped configure user applications.

Slumberland Kenya Limited

IT Manager – Hands On

Sep 2016 - October 2018

- Worked with the Finance Controller and the directors in creating IT department strategic plan and budgeting.
- Developed and implemented all IT policies and standard operating procedures including security policies in compliance with industry standards.
- Reduced IT costs by 10% in 2017 by rebuilding & optimizing IT infrastructure.
- Created & maintained collaborative relationships with IT vendors while monitoring their performance in terms of timely problem resolution, efficient installations & compliance to SLA's.
- Managed the operation, maintenance, and updates of computer systems to support the needs of the users and ensure business operations efficiency.
- Created and maintained system configurations documentation and user training guides.
- Supported and monitored performance & uptime of LAN and WAN network.
- Configured and monitored company system and user data backup, replication, and recovery.
- Diagnosed problems with computer hardware, software and provided solutions to increase efficiency.
- Proposed and implemented a remote printing solution for company cloud servers which reduced the wait time for printing of customers invoices, increasing overall invoice processing efficiency.
- Ensured that company systems could meet the daily business operation's needs.
- Evaluated user needs and ensured company systems meet those needs.
- Coordinated and made recommendations on all IT software and hardware purchases.
- Conducted end user training on security awareness while ensuring compliance to company data security policies.

Kenya Nut Company

Systems Administrator

Jan 2013 - Aug 2016

- Administered, supported, and monitored performance of business applications.
- Performed computer installations, maintenance, and software configurations.
- Provided prompt end user IT support, daily to company staff and stakeholders.
- Administered user accounts, DNS and active directory and file share permissions.
- Proposed, configured, and administered user helpdesk system.
- Resolved and maintained records of hardware issues, performance, and IT inventory.
- Proposed and helped implement VMware virtualization solution to cut cost on purchasing new server hardware.
- Helped implement real time system sales dashboards in SAP Business One to facilitate tracking of delivery targets.
- Implemented and managed IBM email messaging system change over and user training.
- Made recommendations on IT infrastructure upgrades that improved efficiency.
- Was part of a team that implemented and managed Time and Attendance system.
- Installed, configured, and administered Biometric Time and Attendance system for 2000+ staff.

Kenya Industrial Research and Development Institute

Computer Technician Intern

March - Nov 2012

- Resolved user support requests and repaired computer hardware.

Education

Arizona State University

Bachelor of Science in Information Technology Jan 2022 – 2024(*Ongoing*)

KCA University

Diploma in Information Technology Sep 2010 – Dec 2012

Mbaikini High School

Kenya Certificate of Secondary Education Jan 2006 – Dec 2009

Wakaela High School

Kenya Certificate of Primary Education Jan 1996 – Dec 2005

Skills and Certifications

- Microsoft Certified: Azure Fundamentals.
- CompTIA A+ Certification.
- CompTIA N+ Certification.
- CompTIA IT Operations Specialist.

Network & Security

- Cisco Umbrella and Meraki Administration and configuration.
- Barracuda email security.
- FortiGate Firewall, Dell SonicWall, Sophos Firewall.
- Cisco Routers.
- CrowdStrike's Falcon Endpoint Detection and Response.

Applications

- SAP Business One
- Microsoft Dynamics 365
- Jira Issue and Project tracking, Service Management and Confluence

Virtualization

- VMware ESXi/vSphere
- Microsoft Azure Hyper-V
- Citrix XenApp – Application Delivery

Microsoft 365

- Microsoft Entra ID(AzureAD)
- Microsoft Intune
- Microsoft 365 Defender.
- Conditional Access
- Single Sign On/Connect Sync

Biometric Access control & Time Attendance

- Finger Tec
- ERS Biometrics

Databases

- Microsoft SQL
- Azure Cosmos DB
- Azure SQL

Projects and Achievements

1. Cloud Cost Optimization

- Helped reduce overall cloud expenses down by **56.14%** annually, by cleaning up orphaned Azure resources, right-sizing underused resources, taking advantage of Azure savings plans, resource-reservations and Azure Hybrid Benefits where applicable including switching serverless resources from per second billing to provisioned compute pricing model where applicable to reduce cost.

2. Migrating company network from on-premises to the cloud.

- Researched and proposed a viable network access solution to help transition from hybrid network setup to virtual cloud network setup enabling staff to work fully remotely.

3. Integrated Active Directory Domain Services with Microsoft Entra ID(Azure AD).

- Integrated Active Directory Domain Services with Microsoft Entra ID (Azure AD) and CyberArk Identity to enable single sign on and Multifactor Authentication in the various organization's applications and self-service password change for staff which reduced the number of support issues related to passwords and improved the security posture of our network infrastructure.

4. Microsoft Dynamics 365 CRM Implementation

- Participated in Implementation of CRM to better capture sales pipeline and improve reporting.

5. SharePoint intranet Development

- Participated in developing internal SharePoint intranet to improve communication, collaboration, and staff participation.

6. Microsoft 365 Tenant Migration

- Migrated Microsoft 365 data between different geographical zones to ensure compliance.

7. Implementation of Single Sign on Solution

- Implemented a companywide transition to a CyberArk Identity, Single Sign on and Multi-factor authentication to improve network infrastructure security.

8. Integrating Active Directory with Azure AD

- Integrated Windows Active Directory Domain with Azure AD to provide users with a single identity for accessing company systems.