Dennis Mutua

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Currently a Jr. Network Engineer with a background in systems administration, networking, application, and end-user support. I have experience in designing, optimizing network performance and implementing best practices to enable scalability, availability, and security of IT infrastructure. I am looking to transition into a cloud computing role and leverage my experience with Azure cloud services to contribute to organizations' success.

Work Experience

Teraverde

Junior Network Engineer - Azure Cloud   May 2020-Present

- Automating the provisioning, configuration, and maintenance of Azure resources using tools like Azure CLI, PowerShell, and ARM templates.

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

- Monitoring Azure infrastructure availability, analyzing network performance and optimizing network configurations to enhance performance, reliability, and security.

- Implementing and maintaining network security measures, such as firewalls, intrusion detection systems, and access control policies, to protect against unauthorized access and cyber threats.

- Documenting network configurations, changes, and troubleshooting procedures, creating network diagrams, and generating reports to ensure compliance and provide insights into network performance and security.

- Collaborating with other teams, such as developers, to ensure seamless integration of network components in the other cloud solutions and development environment.

- Resolving escalated infrastructure support incidents and ensuring compliance with Service Level Agreements by working with vendors and managed service providers.

- Regularly reviewing access to Azure infrastructure, ensuring appropriate access and implementing backup and disaster recovery strategies.

- Evaluating resource usage, researching, and implementing strategies to optimize cloud spend in collaboration with the Chief Technology Officer.

- Client Project Provisioning: Provisioning Azure resources for client projects based on their requirements

and needs.

- Managing 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

- Managed implementation, integration, maintenance, and upgrades of applications and systems.
- Provided user support, guidance, and training for effective system utilization.
- Acted as the primary technical contact with software vendors and managed service providers.
- Ensured secure IT systems, including staff training on cyber threats and ensuring proper access management.
- Maintained technical documentation and developed custom reports to provide insights and help management with decision-making.
- Managed user access, computer, and software inventory.

County of Lancaster

PC Technician   Nov 2018 - Dec 2018

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

Primary Care of York

IT Support Technician (Part-time)   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 the 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(Associates) 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.

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

Databases

- Microsoft SQL

- Azure Cosmos DB

- Azure SQL

Technical Projects and Achievements

- Reduced cloud expenses by 56.14% annually through resource optimization and utilization of cost-saving strategies.
- Migrated company network to the cloud, enabling fully remote work and increasing flexibility and scalability.
- Integrated Active Directory Domain Services with Microsoft Entra ID (Azure AD) and CyberArk Identity, enabling single sign-on and multifactor authentication, strengthening network infrastructure security.
- Implemented Microsoft Dynamics 365 CRM to enhance sales pipeline tracking and reporting.
- Developed an internal SharePoint intranet, improving communication, collaboration, and staff participation.
- Successfully migrated Microsoft 365 data between different geographical zones for compliance purposes.

Interpersonal Skills

- Customer focused.
- Effective communicator.
- High adaptable.