

Deus Ombese Nyakundi

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PROFESSIONAL PROFILE

Effective team leader and problem-solver with excellent knowledge of the installation and maintenance of fiber optic systems and infrastructure. Displayed exceptional leadership, problem solving and troubleshooting skills and a hardworking mentality. Seeking to apply expertise and extensive experience in telecommunications and software engineering to take up a new role with a growing team. Possess impeccable written and verbal communication skills and excellent interpersonal skills.

- Adept at interdepartmental coordination and communication
- Possess comprehensive knowledge of Computer technology i.e *MS office packages*, and mathematics
- Strategic planning skills and devising new work models that improve performance

PROFESSIONAL EXPERIENCE

SAFARICOM PLC

Fixed Technical Support Engineer, 1st August 2022 - Present

- Performing and providing support for software upgrades, redundancy audits and expansions for OLT's and BNG's (Cisco, Huawei and Nokia).
- Providing technical support by troubleshooting, diagnosing, and resolving a wide variety of issues identified in the network.
- Coordinating and performing preventive maintenance tasks on Fiber infrastructure and active GPON infrastructure (BNGs in MSRs and OLTs in Base Stations) to mitigate against potential problematic occurrences thus guaranteeing service availability.
- Planning and Installation of GPON nodes in Base Stations by doing power supply and up link survey.
- Monitoring network capacity and utilization to proactively plan for future requirements. Performing proactive and scheduled health checks in terms of analyzing logs, reviewing incidents and performing tests.
- Writing weekly and monthly reports on Preventive maintenance (active and passive), incidence correlation and SLA status of failures, GPON nodes in my cluster
- Vendor, Managed Services Provider and Supplier management.
- Guaranteeing at least 99.9% availability for FTTH Data services.

FIRESIDE COMMUNICATIONS LTD., Nairobi, KE

FTTx Project Manager, 22nd April 2021 - 21st May 2022

- In charge of safaricom fiber maintenance in Coast region and part of Nairobi region ensuring we have a sustaining network availability. This includes but not limited to

- South Coast: Likoni_Ferry<>Kwale<>Ukunda<>Lunganga
- North Coast: Nyali_Bridge<>Shanzu<>Kilifi (Tezo)<>Nguu Tatu<>Rabai<>Kaloleni
- Mombasa Island: Nyali_Bridge<>Likoni_Ferry<>Makupa
- Mainland: Makupa(bridge)<>Changamwe<>Mariakani<>Maji ya Chumvi
- Mombasa rd: Samburu<>Voi<>Kinyambu<>Kiboko
- Nairobi
 - QOA <> Roysambu Vineyard<>Zimmerman Footbridge<>Zimmerman Family medical <> Githurai Market<>Kawaha Hub
 - Kahawa Hub <> KU music <>Old Aberdare<> KM<>Kihunguro<>Kihunguro Shelter<>Ruiru Plaza
 - Ruiru Plaza<>Zimmerman<>Githurai Maziwa<>Githurai 44 Estate<>Githurai roriye <> Githurai 44 west <> Githurai Soweto <>Kiamumbi Estate (Spur Kiamumbi Uganda) <> Jacaranda estate <> Kawaha Bypass<> Lineka
 - Lineka <> Kahawa West<> Kahawa west Market<>Kahawa West Kware<>Kamiti<>Katunda Estate<>Muhugu firm<> Tatu Industrial<> Ruiru Gitothoa<>Ruiru Kitamba<> Ruiru PCEA<>Ruiru Wakulima<>Ruiru Plaza
 - Lineka<>North kamae<>Eaton Membley<>Ruiru bernadict<>Ruiru Fort Jesus<>Kawaha Hub.
- Coordinate the daily and weekly operation of the Maintenance Department
- Advise management on appointment of sufficient, qualified and experienced technical staff for specialized works to ensure all client expectations on quality and other KPIs are met.
- Represent the company in maintenance related meetings with the client and other stakeholders.
- Work closely with the Maintenance Supervisors to ensure daily and weekly tasks are completed in a safe and efficient manner
- Ensure project equipment, tools and material records are well maintained
- Ensure maintenance activities do not affect the quality and specifications required by the client
- Ensure timely response to all escalations and emails sent by the clients
- Manage and ensure work is done as per the client Service Level Agreement (SLA)
- Ensure performance appraisal and review is done for the team as required
- Review deficiencies noted during corrective maintenance, properly channel these issues toward execution
- Plan for permanent fix schedules to ensure the network stability and health are on optimal levels.
- Oversee and supervise the Noc and a team of technicians assigned to OSP works to ensure assigned tasks are completed efficiently.
- Work closely with the design team to ensure that specific solutions meet the design requirements and best practice in developed and applied in by the

Network Construction and Maintenance team.

- Design avenues to help in budget control while maintaining optimum performance.
- Ensure safety and quality are always adhered to; liaise with the human resource department to ensure relevant trainings are delivered and continuous quality and safety assessments are done.
- Plan and execute regular meetings to monitor progress and solve potential issues within the department.
- Any other duties that may be assigned from time to time.

NOC Manager, September 2020 - April 2021

- Coordinate the daily and weekly operation of the NOC Department
- Oversee and supervise the Noc and Dispatch teams
- Manage and ensure work is done as per the client Service Level Agreement (SLA)
- Prepare for and represent the company on external FTTx meetings.
- Oversee, identify and report possible risks that may affect compliance to network performance.
- Any other duty that may be assigned from time to time.

WHITESPACE TECHNOLOGIES LTD., Nairobi, KE

FTTx Assistant Maintenance Manager, 1st May 2020 - August 2020

- Coordinate the daily and weekly operation of the Maintenance Department
- Work closely with the Maintenance Supervisors to ensure daily and weekly tasks are completed in a safe and efficient manner
- Ensure project Equipment, tools and material records are well maintained
- Ensure maintenance activities do not affect the quality and specifications required by the client
- Ensure timely response to all escalations and emails sent by the clients
- Manage and ensure work is done as per the client Service Level Agreement (SLA)
- Ensure performance appraisal and review is done to the team
- Assist Maintenance Manager in developing short to mid-term maintenance plans, ensures the highest planned work compliance
- Review deficiencies noted during corrective maintenance, properly channel these issues toward execution
- Oversee and supervise the Noc and Dispatch teams
- Manage the projects human resources
- Ensure the set milestones and SLA adherence set by the client are met or otherwise report valid reasons hindering the same.
- Review all as built designs and OTDR traces and ensure the records are well maintained
- Plan of Permanent fix schedules to stabilize the network.
- Assist and provide guidance to Maintenance Supervisors to resolve HR and ER related issues
- Any other duty that may be assigned from time to time.

NOC Engineer, Oct 2018 - April 2020

- Produced ad hoc reports and documents for senior team members on daily basis

- Developed new process for employee evaluation which resulted in marked performance improvements
- Worked directly with management, client and maintenance department to brainstorm, discuss strategy and mitigate performance issues.
- Network monitoring fault detection and management.
- Oversee, identify and report possible risks that may affect compliance to network performance.

KENYA BROADCASTING CORPORATION, Nairobi, KE
Technical Support Intern, Jan 2017 - Apr 2017

- Explained technical information in clear terms to non-technical individual to promote better understanding.
- Analyzed transmission data and KVM issues to identify troubleshooting methods needed for quick remediation.
- Executed various techniques including corrective and preventive maintenance on servers and systems on daily basis, keeping networks fully operational during peak hours.

KENYA POWER- South Nyanza Regional Headquarters, Kisii, KE
Technical Support Intern, Jan 2016 - Apr 2016

- Repaired faulty electrical apparatus, components and systems.
- Examining electrical apparatus, components, and systems to establish potential dangers and immediately report potential hazards to team leader.
- Explained technical information in clear terms to non-technical individual to promote better understanding.
- Offered IT related assistance in configuring Cisco switches, running updates on in-house developed applications and troubleshoot network related problems.
- Executed various techniques including corrective and preventive maintenance on servers and systems on daily basis, keeping networks fully operational during peak hours.

EDUCATION

JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY, Nairobi, KE

DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY, Nyeri, KE
Bsc. Electrical and Electronics Engineering April 2019

- Second Class Honors, Lower division

DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY, Nyeri, KE
Bsc. Telecommunications and Information Engineering April 2018

- Second Class Honors, Upper Division

MOI GESUSU HIGH SCHOOL, Kisii, KE
Kenya Certificate of Secondary Education, Nov 2012

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ADDITIONAL SKILLS

- Proficient in Microsoft Office.
- Signal Processing with MATLAB
- Intermediate experience with CCNA
- Learning Arduino: Foundations - LinkedIn Certificate
- Cisco Networking Foundations - LinkedIn Certificate
- Electronics Foundations: Semiconductor Devices - LinkedIn Certificate

REFERENCES

Moses Mtende

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Bernard Maina

Planning and Design Manager, Fireside Group

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