

## **DENNIS MUTUMA GIKUYU**

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### **SUMMARY OF QUALIFICATIONS**

Am a bright, talented and ambitious IT engineer with a strong technical background who possesses self-discipline and the ability to work with the minimum supervision. Having exposure to a wide range of technologies & being able to play a key role in diagnosing networks and servers to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline oriented and having the ability to organize and present complex solutions clearly and accurately. My experience in networks goes beyond resolving hardware, software and network malfunctions to expertise in coordinating the installation and connectivity of an organization's IT assets. I have a solid understanding of network protocols, database administration language (SQL) and have worked with Microsoft SQL servers as well as Cisco network equipment.

### **AREAS OF EXPERTISE**

- System Administration
- IOT in vehicle tracking and fleet management systems
- Open APIs, REST APIs endpoints
- Networking (switching, routing, design & Implementation)
- Database Management, Support desk and User Training.
- Web design UX UI
- Linux distributions and Windows operating systems
- Microsoft SQL server (2012/2014/2016)
- MySQL
- VMware and Virtualized server environments.

## **KEY SKILLS AND COMPETENCIES**

### **Professional**

- Thorough understanding of network and routing protocols such as TCP/IP, DNS, DHCP, OSPF and BGP, SMTP, NFS and SIP.
- Can provide first and second level support to end users.
- Knowledge of Local Area Network technologies from a support perspective.
- Ability to read and interpret IT documents.
- Knowledge of Cisco network hardware and software.
- Troubleshooting technical problems and implementing solutions
- Hardware and software debugging.
- Experience with Windows and Linux based operating systems
- Experienced in SQL windows SEVER 2012/2014R2
- Familiarity with Enterprise technologies.
- Ability to support voice and video applications.
- Experienced Web designer, UI/UX.
- Active directory management.
- Firewall/IDS/IPS skills

### **Personal**

- Having a security mind set.
- Can work comfortably within a deadline driven environment
- Performing well in stressful situations.
- Able to follow directions and work independently.
- Ability to maintain complete confidentiality.
- Creative individual
- Proactive

## **PROFESSIONAL EXPERIENCE**

**Employer: Ministry of Water Irrigation & Sanitization Feb 2022**

**Present**

**ICT officer(*Contract*)**

**Duties in brief;**

- Install, test, configure and monitor computer applications and systems; ●  
Provide user support and training on computer applications and systems to staff; ●  
Repair and maintain ICT equipment and associated peripherals; ● Perform any  
other lawful duty as may be assigned from time to time. ● Troubleshooting  
technical problems and implementing solutions
- Internally promote and champion best practices in all technical areas covered by  
the technical support team.
- Ensure that all aspects of services are delivered in a timely manner.

**Employer: PEST AND CONTROL BOARD August 2020  
December 2021**

**ICT officer(*Contract*)**

**Duties in brief;**

- Update and maintain the Authority's website;
- Install, test, configure and monitor computer applications and systems; ●  
Provide user support and training on computer applications and systems to staff; ●  
Repair and maintain ICT equipment and associated peripherals; ● Formulate ICT  
systems specifications; and
- Perform any other lawful duty as may be assigned from time to time.

**Employer: Borderless Tracking & Safetrac Limited Nov 2019 September**

**2020**

## **Head of Technical Support**

### **Duties in brief;**

- Online and offline support on technical issues.
- Supervisory role of field technicians.
- Administering and providing technical support for Electronic Cargo Tracking Systems (ECTS) and Fleet Management systems (FMS)
- Training of end and front end users of FMS.
- Network configurations of IP based systems i.e. Phones, access control systems, video cameras and in-vehicle monitors.
- Maintaining the network infrastructure within the organization.
- Overseeing the installation of in-vehicle monitoring systems.
- Company's clients data analysis
- Access control and cctv management

**Employer: Nyambene Arimi Sacco July 2017 September 2019.**

**System Administrator**

I administered the servers and Sacco network. I was also responsible for delivering a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service to the company.

**Duties-in brief;**

- Manage, maintain and administer Active Directory.
  - Manage and administer Server 2012R2 environment
  - Administer System Center Service Manager and Operation Manager 2012R2.
  - Managing and monitoring backups through NetWorker to Data Domain.
  - Provide End User training and documentation.
- Supporting a multi-location IT infrastructure for all the users.
- System upgrades both at workstation and Server level.
- Manage, test and distribute server and workstation updates.
- Manage Service Level Agreements for suppliers.
- Follow documented processes i.e. implementing change control procedures.
- Maintenance & management of the Critical Windows based Server environment.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Prepare RFP/RFIs for projects
- Troubleshooting technical problems and implementing solutions
- Provide fast and accurate troubleshooting and rectification of reported faults.
- Security patches and Version Management

**Kenya Power and Lightning Company.**

**Industrial Attachment April 2015 - November2015**

IT Help-desk Support

**Duties in brief;**

- Offer 1st level of user support and assign or escalate tickets to higher levels issues requiring further attention based on requirements
- Manage Desktop Support function for all internal clients ensuring that calls are effectively responded to, updated regularly and satisfactorily resolved
- Monitors call closure, pending and outstanding calls
- Report on operational service performance and issues relating to quality
- Proactively review desktop technical processes, provisions and supplies
- Keep safe equipment passwords and materials under IT security policy ●

Update records for IT equipment into Inventory System

## **EDUCATION**

**Cisco Networking Academy (JKUAT) Nairobi**, Certified Cisco Network Associate.

**2011- 2015Jomo Kenyatta University of Agriculture and Technology**

Bachelor's Degree (honors)in Business Information Technology

## **COMMUNITY SERVICE**

Secretary of Utawala Ward Community Based Organization (mazingira salama) Embakasi East.

## **CERTIFICATIONS**

- CCNA certification
- ICDL certification

## **REFEREES**

Charles Nyakeri  
Head of ICT Ministry of water and sanitization  
07226758533

Robert Ndirangu  
Head of ICT Pest Control and Products Board  
0720805815

Jotham Gitonga  
Senior Auditor Ministry of Foreign Affairs  
0725513508

Cyrus Njuguna  
Chief Technology Officer Borderless Tracking safetrac  
LTD. 0777122618