

Dennis Makori Nyamweya

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WORK EXPERIENCE

Tier Data Ltd

Nairobi

Associate Network Engineer

May 2024 - Present

- Involved in the development and implementation of secure physical security networks including design, installation, and vulnerability assessments at various work sites across the country.
- Allocated resources effectively, resulting in successful completion of network projects 30% ahead of schedule.
- Documented and analyzed over 300 network incidents using Spiceworks Helpdesk, leading to a 40% improvement in resolution times, enhancing overall service reliability and user satisfaction across the organization.
- Led a successful ICT project at Caxtone and Data Center migration, managing office migration and the integration of internet connectivity, access control, VoIP and CCTV systems.

Centum Plc

Nairobi

Network Operations Center Engineer (Intern)

May 2022 - Apr 2024

- Performed external, internal, physical, wireless and BCP assessments on Fortune 500 companies.
- Helped to reduce customer wait time by 20% by efficiently diagnosing and troubleshooting network related issues.
- Contributed to the team receiving 'Best Support Team' award based on customer feedback and problem resolution metrics.
- Performed regular system tests and updates, which increased system performance by 15%.

Telkom Kenya

Kisumu

Field Support O&M (Volunteer)

Mar 2020 - Apr 2021

- Configured and maintained GPON equipment for a major internet service provider, ensuring maximum uptime for our customers.
- Executed preventive maintenance and repairs on closure kits, ducts, and manholes, ensuring system durability and reducing potential disruptions.
- Prepared and maintained comprehensive system records and diagrams, aiding effective network management and facilitating future troubleshooting efforts.
- Performed precise fiber splicing operations, utilizing appropriate tools and techniques to ensure secure and reliable network connections.

EDUCATION

Maseno University

Kisumu, Kenya

Bachelor's, ICT (Honors), 3.52 GPA

Graduation Date: Feb 2022

PROJECT EXPERIENCE

Tier Data Ltd

Nairobi

Fiber and Security Setup – Riverbank Apartments

Jun 2022 - Mar 2024

- Designed and implemented last-mile fiber connectivity for 54 apartments, ensuring gigabit-speed internet access with 99.9% uptime.
- Configured automated barrier systems linked to tenant access profiles, reducing unauthorized entry by 100%.
- Installed and integrated intercom (BASIP), access control, and CCTV systems with centralized monitoring.

Centum Plc

Nairobi

Enterprise Billing System & Disaster Recovery Infrastructure

May 2024 - Jun 2024

- Deployed VMware ESXi cluster to host Splynx billing system, improving scalability and reducing hardware costs by 40%.
- Configured Veeam Backup & Replication for nightly backups, achieving 99.99% data integrity and RPO of <15 minutes.
- Implemented FortiGate VPN for 4+ remote offices (Nabo Capital, Jafari Credit, Vipingo Development, Greenblade Growers), enabling encrypted access to central systems and DR site.

SKILLS & INTERESTS

Skills: Networking: TCP/IP, VPN, GPON, Fiber Optics; Systems: VMware, Windows/Linux, Active Directory; Tools: Splynx, PRTG, Wireshark, FortiGate; Security: Firewalls, CCTV, Access Control; Scripting: Python, Bash; Customer Support & Training; Problem-Solving & Troubleshooting; Team Collaboration; Documentation & Reporting

Interests: Home lab networking, Cloud and DevOps, Tech blogging, virtualization projects

REFEREES

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