

Stephen Warutumo Mutua

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Cloud Computing Enthusiast | Digital Transformation

PROFESSIONAL SUMMARY

Goal-oriented IT professional with close to 2 years of experience in network administration, including network monitoring, infrastructure planning, technical support, and successful project implementation.

WORK EXPERIENCE

Nation Media Group Limited

IT Service Desk Analyst

June 2022 – Present

Nairobi, Kenya

- Provided technical support and conducted network monitoring to ensure seamless operations.
- Gained exposure on the fundamentals of cloud computing on various platforms: AWS & Azure
- Assisted in the deployment of IT service management tools and methodologies to improve IT service delivery.
- Provided user support by troubleshooting Linux and MS software and hardware issues for end users through physical walkups, chat, voice and remote access.
- Collaborated with cross-functional teams for successful project implementations and proactive risk management
- Provided support on Active Directory by resolving common user issues: Account unlocks and password resets.
- Managed documentation and reporting for IT activities
- Provided 1st & 2nd line technical support to a diverse, non-technical user community.
- Collaborated with Infrastructure, Data, and DevOps teams to resolve complex incidents and issues.
- Maintained comprehensive logs of software and hardware issues, tracking their resolution.
- Worked closely across functions and with regional IT teams to handle and resolve incidents promptly and effectively.
- Managed data backups, participated in disaster recovery processes, and maintained comprehensive IT documentation.
- Maintained excellent presentation and communication skills to convey technical information effectively.
- Possessed knowledge of security controls such as encryption, firewalls, and intrusion detection/prevention systems and familiarity with security monitoring tools & knowledge of security incident management procedures to ensure the security of the IT systems.
- Demonstrated effective communication and teaching skills by conducting orientation and onboarding new users on how to operate new software and computer hardware, training an average of 5-10 new hires every month.
- Participated in company initiatives and projects, contributing to feasibility studies and testing for new IT projects.
- Conducted daily system monitoring, performed regular security checks, and executed backup operations.
- Coordinated the deployment of software, applied OS patches and upgrades, and performed system optimizations.

SUMMARY OF QUALIFICATIONS

- Proficient in network monitoring, service desk management, and technical support.
- Experience using and configuring IT service management tools.
- Solid understanding of network administration, security technologies, and architectures, including firewall, internet proxy, load balancing, VPN solutions, and application security.
- Proficiency in the PowerShell scripting language and virtualization technology.
- Excellent problem-solving and analytical skills.
- Ability to adapt to changing circumstances and tasks.
- Strong communication skills.
- Result-oriented and service-focused.

EDUCATION

KCA University

BSC. Information Technology

Nairobi, Kenya

Moi High School, Kabarak

K.C.S.E

Nakuru, Kenya

SKILLS & INTERESTS

- **Skills:** System Administration, Troubleshooting, Information Security Principles, Computer Networking, IT Infrastructure Management, Active Directory and DNS, Collaboration, VMware Hypervisor, Written & Oral Communication, Documentation, Organizational skills, Analytical & quantitative skills, Solid Research skills
- **Interests:** All things Coffee, Cloud Computing, Automotive content; Off-road vehicles

REFEREES

Mr. Samson Mbuvi,

Manager, IT Infrastructure – HFC Bank,

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Mr. Titus Sabwa,

Network Engineer,

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