

Contact

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(LinkedIn)

Top Skills

Information Security

Expertise in cost analysis and cost control

Basic programming and scripting skills

Certifications

Career Essentials in System Administration by Microsoft and LinkedIn

Getting Started in Cybersecurity 1.0

Introduction to Cybersecurity

NSE 2 Network Security Associate

Eliud Mwangi

IT Support Specialist | Network & Systems Administrator | Cloud & Security Enthusiast

Nairobi County, Kenya

Summary

I am a dedicated and results-driven Network and System Administrator with a passion for ensuring seamless operations in complex IT environments. With over 3 years of hands-on experience, I have honed my skills in designing, implementing, and maintaining robust network infrastructures.

Experience

Digital Divide Data (DDD Kenya)

2 years 5 months

Information Technology Officer

January 2024 - Present (1 year 5 months)

Nairobi County, Kenya

- Install, configure, and maintain network infrastructure, including routers, switches, firewalls, and wireless access points to ensure optimal performance and security.
- Monitor network traffic and performance, identifying and resolving issues related to latency, bandwidth usage, and connectivity.
- Manage VPN configurations, ensuring remote access is secure and efficiently set up for authorized users.
- Administer, monitor, and maintain both on-premises and cloud-based servers, ensuring high availability and data integrity.
- Handle installation, configuration, and updates of server operating systems, applications, and software tools as required.
- Proactively monitor system health and resolve issues related to server performance, storage capacity, and backups.
- Conduct regular data backups and recovery testing to minimize potential data loss and downtime.
- Provide Level 2 and Level 3 support for network and system-related issues, collaborating with the IT Helpdesk and user support teams.
- Diagnose and resolve hardware and software issues for desktops, laptops, and network devices within service-level agreements (SLAs).

- Ensure effective incident management and problem resolution, escalating issues to vendors or third-party providers when necessary.
- Implement and enforce security policies to ensure data protection, including firewall management, antivirus updates, and patch management.
- Conduct regular security audits, vulnerability assessments, and risk analysis to maintain industry data protection standards.
- Work with the IT Manager to evaluate new technology solutions and recommend improvements or replacements for outdated equipment.
- Document network and system configurations, policies, and procedures to ensure reliable knowledge sharing within the IT team.
- Maintain an inventory of IT assets, including server and network equipment, with clear records of maintenance schedules and lifecycle planning.

Information Technology Associate

July 2023 - December 2023 (6 months)

- Responsible for configuring, maintaining, and updating network and security devices, including routers, switches, access points, and firewalls.
- Ensuring proper functionality and configuration of each device.
- Manage internet bandwidth allocation, ensuring fair distribution among users and projects.
- Set up and verify internet and communication links for workstations and mobile devices of all users.
- Allocate sufficient storage and manage access rights for internal and external clients across different projects.
- Monitor the IT infrastructure for defects and anomalies, taking appropriate action or escalating issues to the IT director.
- Prepare and submit weekly and monthly reports on network infrastructure uptime, bandwidth utilization and any downtime to the IT Director.
- Provide weekly reports on project-specific storage consumption and recommend additional storage if required.
- Maintain a detailed log of network/storage breach attempts and promptly report serious findings to the IT Director.
- Research, test, implement, and document best practices related to storage and network administration.
- Continuously update the standard operating procedures (SOP) for all changes in network, communications, and storage infrastructure.
- Ensure that customer satisfaction levels for network, communication, and storage services are maintained or surpassed, as outlined in the SOP.
- Resolve helpdesk cases related to bandwidth, network, and security issues promptly.

- Ensure proper functioning of all printers and maintain logs of printing, copying, and scanning activities for individual users.
- Train IT interns/associates to diagnose minor network, communication, and storage permission faults and properly escalate major issues.

Information Technology Intern

January 2023 - June 2023 (6 months)

Nairobi County, Kenya

- Respond to user requests for service, troubleshoot problems, and help develop solutions.
- Support PC hardware components, desktop operating system software, and application software.
- Perform repairs to equipment and arrange for other servicing needs.
- Identify and report system issues to vendors. Monitor and test the resolution of those issues sent to vendors.
- Monitor antivirus software and updates and repair computers infected with spyware, adware, and/or viruses.
- Monitor backup systems and procedures to ensure data security.
- Record activities, solutions, and other responses to requests for service.
- Assist in maintaining inventory records and documentation for equipment.
- Contribute to DDD's technical documentation and participate in policy, procedure, and standards development.
- Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems.

Masinde Muliro University of Science and Technology

System Support Specialist Attache

October 2021 - December 2021 (3 months)

Lurambi, Kakamega, Kenya

- Created help desk tickets, troubleshoot and resolve desktop issues.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved a diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Updated software to safeguard against security flaws.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Prepared new computers devices according to internal policies on standardized software and security deployments.
- Collaborated with supervisors to escalate and address clients' inquiries or technical issues.

- Assisted clients in identifying issues and explained solutions to restore service and functionality.
- Documented support interactions for future reference.

Education

Azubi Africa

AWS re/Start Program, AWS CCP · (January 2022 - May 2022)

Kibabii University

Computer Science, Networking and Security · (August 2017 - October 2021)