Contact

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Top Skills

Artificial Intelligence (AI)

MCP

Continuous Integration and
Continuous Delivery (CI/CD)

Certifications

Network Engineering

AWS Certified Solutions Architect –
Associate

Ian Kisali

DevOps Engineer at I&M Bank Group
Nairobi County, Kenya

Summary

I'm a DevOps Engineer with a focus on monitoring and observability.
My competencies include:
✓ Cloud & DevOps: AWS, CI/CD pipelines, Infrastructure as Code
(IaC), Docker, Kubernetes
✓ Monitoring & Observability: ELK Stack, Dynatrace, Prometheus,
Grafana
✓ Automation & Scripting: Ansible, Python, Bash
✓ Networking & Security: Strong foundation in Linux and network
engineering

Key Experience
SRE Intern at Safaricom PLC: Enhanced monitoring for critical
services (including M-Pesa), migrated from Dynatrace to ELK
(cut costs by 26%), and implemented Prometheus/Grafana for
containerized platforms.

Current Focus
Upskilling in AI/ML (agentic AI) to integrate AI-driven automation
into DevOps workflows. Open to roles that blend DevOps, SRE, and
emerging AI technologies.

Experience

I&M Bank Ltd
DevOps Engineer
August 2025 - Present (3 months)

This role involved implementing DevOps and SRE best practices for I&M bank
group core services and applications across Kenya, Uganda, Tanzania and
Rwanda.

• Engineered and managed cloud infrastructure on AWS, ensuring 99.99% of
core bank's OTG application availability and scalability.

- Supported on-premise setup of development environments ,migrating from shared environment to isolated ones across branches in Tanzania, Uganda, and Rwanda, improving environment provisioning time by 30% and reducing support incident resolution time by 25%.
- Automated deployment of secure microservices and applications using CI/CD pipelines, reducing manual deployment time by 40%.
- Developed and maintained monitoring and logging solutions with the ELK Stack and Splunk to identify and resolve system anomalies, contributing to a 99.9% uptime.
- Optimized Docker images for core banking applications, reducing image size by 30% and decreasing build and deployment times by an average of 55%.

Safaricom PLC
Service Reliability Engineer
October 2024 - April 2025 (7 months)
Nairobi County, Kenya

This role involved implementing DevOps practices specifically monitoring as a service for Safaricom's critical applications.

Key achievements include:
- Collaborated with technology teams to ensure high availability of Safaricom's critical services, supporting a 99.9% uptime target ensuring SLA with customers are achieved.
- Transitioned part of monitoring solution from Dynatrace to the ELK stack, enhancing scalability, reducing dependency on proprietary tools and saving monitoring costs by 26%.
- Monitored critical services and applications, including M-Pesa, using ELK and Dynatrace ensuring seamless functionality for millions of users.
- Implemented monitoring for containerized platforms using Prometheus and Grafana, enhancing real-time insights into performance and operational efficiency

Gearbox
Embedded Systems and IoT Trainer Lead
August 2023 - October 2024 (1 year 3 months)
Nairobi County, Kenya

This role involved training junior and senior students on Embedded systems and Internet of Things course.

Key achievements include:

● Developed and implemented course outlines in embedded systems for Senior and Junior Academy, enhancing curriculum quality.

● Onboarded 11 additional Senior Academy students (275% growth) and 5 Junior Academy students (100% growth).

● Directly tutored 7 Senior Academy students and 2 Junior Academy students in an embedded systems and microcontrollers course.

● Supervised daily activities of 2 junior colleagues and 4 attaches, ensuring operational efficiency.

● Transformed the academy from existing 4 Senior Academy students to a program with structured learning and growth with a total of 21 students.

Gearbox
Internship Trainee
2022 - 2022 (less than a year)
Nairobi, Kenya

Working with a team to solve human problems and building innovative software and hardware solutions.

❖ Trained on identifying challenges in our society and coming up with solutions through Human Centered Design and Industry 4.0 technologies.

❖ Part of the Embedded Systems team using different microcontrollers and microprocessors to build integrated solutions.

❖ Developed door automation system with keypad and RFID access method using Raspberry Pi and ESP32

❖ Presentation of introduction to Raspberry Pi Pico microcontroller at makerthon.

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Education

University of Nairobi
Bachelor of Science - BS, Electrical and Electronics Engineering

Litein High School
Kenya Certificate of Secondary Education