

JACKSON SETH KIWEMA OLUM

P.O. BOX 26158-00100, Nairobi Kenya
+254 717 358 789
jackkiwema@gmail.com

E

<https://www.linkedin.com/in/jackkiwema/> L
<https://jackkiwema.com> W

PROFILE SUMMARY

Experienced in system Administration with a demonstrated history of supporting software and hardware. Skilled in Routing and Switching, Windows Active Directory, Linux Server systems and Web development on Google Cloud.

KEY SKILLS AND COMPETENCIES

- **Routing And Switching:** Experienced in the configuration of Enterprise Mikrotik Core Routers, and Switches, Cisco Switches, and Huawei client routers, VSOL & Hioso OLTs, Desktop phones.
- **Windows And Linux Administration:** Experienced in installation, configuration, and maintenance of Windows Active Directory management, Splynx Framework CRM, Issabel Asterisk Call Centre system, Odoo ERP Management
- **Website Development:** Experienced in Nginx and Apache web server, flask framework using python and JavaScript, SQLite3, and CSS.
- **Cloud Management:** Hands-on experience in cloud services with bias in Google GCP.
- **Network Monitoring:** Skilled in monitoring network devices using various platforms such as LibreNMS, Zabbix, Huawei NCE.

EMPLOYMENT EXPERIENCE

➤ January 2022 - Present: ZOOM Fiber, System Administrator

Duties and Responsibilities

- Overseeing the organization's core network involving three satellite locations, monitoring traffic, and diagnosing challenges reported both for fiber network and organizations Intranet.
- Management of the organization's internal network, Identity and Access Management system, Security systems, backup, maintaining users' privileges from time to time as requested.
- Oversee admission, provisioning, commissioning, and management of network equipment both internally and also allocated to clients.
- Guiding Field engineers while troubleshooting and diagnosing faults on the network with real-time updates.
- Network Flow monitoring, Testing and patching security gaps arising, updating of servers, and splicing machines.

Achievements

- Upgraded and migrated core routers, with all the configurations involved in the switches and OLTs to increase our capacity.
- Migrated internal network to redundant link during an outage for continuity of office operations.

➤ July 2019 – November 2021: SAFARICOM Ltd Contractor, Fixed Solutions Dispatch Engineer

Duties and Responsibilities

- Tasked with receiving, managing, and closing complex and technical tickets to improve clients' experience.
- Troubleshoot network incidents and coordinate Engineer field visits to ensure First Time Resolution.

Achievements

- Reduced troubleshooting time by 20%, fault identification, and timely resolution of complaints with field Engineers through troubleshooting with customized scripts and templates on the Network Management system, using organization platforms.

➤ **September 2017 – June 2019: MASABA Services Ltd, (Network Operating Centre)NOC Assistant**

Achievements

- Tasked with customer network monitoring, escalation management and dispatching technicians to resolve customer queries within the set timelines.
- Boosted customer SLA and MTTR of customer incidents by 20% through innovative and strategic work tracking reports.
- Promoted from Field Supervising Engineer to NOC Assistant within my first month of employment

➤ **January 2015 – September 2017: MUDASA Academy, IT Clerk**

Achievements

- Led successful opening of a new Computer laboratory, installing more than 20 computers, performing network configuration and maintenance.
- Migrated Accounting system from Quickbooks to Ezi Accounting system.

➤ **October 2021 – Date: Kodekloud, Devops Engineer**

Duties and Responsibilities

- ✓ Deployed multi-tier applications
- ✓ Built Containerized applications
- ✓ Built container Clusters

➤ **June 2021 – October 2021: Kodekloud, System Administrator**

Duties and Responsibilities

- ✓ Created and configured users and groups on Centos server
- ✓ Installed and configured nginx and apache applications
- ✓ Configured Uncomplicated Firewall (ufw) with IPTables

EDUCATION

- **Bachelor of Business Administration with IT** – Maseno University; Aug 2013 - Dec 2016 – 2nd Class upper division
- **Kenya Certificate of Secondary Education** – Vihiga High School; January 2009 - November 2012 – B-

TRAININGS ATTENDED

- Scrum Fundamentals
- Typing (50 wpm) – Mavis Beacon
- Linux Foundation Certified Associate (68%)
- Security – HCIA Security – In Progress

REFEREES

Available upon request