

JOHN MUIA MUTUNGA

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Personal Profile

Reliable, fully committed and vehement professional, conceives and installs creative approaches to overcome challenges and enhance organizational ethics.

Skills

- Data management Strong verbal communication
- Conflict resolution Team leadership
- Process implementation Team liaison

Accomplishments.

- Reduced the average monthly bill for Amazon Web Services account for our company by 20 % by writing scripts and policies to control the creation of compute resources and to stop unused resources.
- Coordinated a team of 40 by providing allocations and updates about new instruction from the client which helped finish the project in time.

Work Experience.

Amazon Web Services Sysops Admin, June 2017 - current

Digital Divide Data - Kenya, Nairobi.

- Helped the department save up to 20 % on bills by writing scripts to stop unused compute resources and controlling the creation of resources through account management policies.
- Ensured data integrity and access controls when using the AWS platform Monitor systems and applications deployed to ensure high availability and performance.
- Identified performance issues and provided the most efficient solution to ensure that services are running efficiently.

- Optimized the environment to ensure maximum performance, provisioned cloud resources, manage implementation automation, and creation of backups for different services which helped in disaster recovery processes

Data Entry Associate, May 2013 to June 2017

Digital Divide Data - Kenya, Nairobi.

- Helped the team to get positive client feedback by consistently providing quality and timely work which helped in achieving a faster turnaround time for projects.
- Handled Clerical and administrative tasks
- Conducted research on products across several e-commerce platforms to acquire specific information for the client.
- Verified entered data by reviewing, correcting, deleting, or re-entering data; purging files to eliminate duplication of data
- Helped the team to complete projects in time by allocating tasks to team members with well stipulated deadlines.

Data Capture Agent, March 2012 to May 2013

Horizon Contact Centers - Kenya, Nairobi.

- Provided training to new agents which helped in achieving successful on boarding process
- Helped the department to achieve a 80% quality threshold set by the client which helped in getting more projects.
- Consistently worked with team members and project supervisor to ensure that projects are finished in time while also meeting set quality threshold.
- Helped the team in conducting data analysis to ensure that the output matches the client's requirements.

Academic and other Qualifications

2014 - 2017: Bachelor of Science in Tourism and Hospitality Management - Kenyatta University.

2004 -2007: Kenya Certificate of Secondary Education - Darajani Secondary School.

REFEREES:

Samuel Mayoti | Hr Coordinator | Billy Labbat | Project Manager |

Digital Divide Data | 0723277961 | Digital Divide Data | 0725159157 |