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| I am a highly motivated, fast leaner with a keen eye for detail. I am not limited by lack of experience because I believe everything can be taught. A diligent and trustworthy team player, I seek to increase value in every endeavor and help achieve organizational objectives to the best of my abilities. |

# Experience

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| july 2022 – present application support engineer  * Provided superior customer support in troubleshooting complex system issues, ensuring 99.9% uptime for critical applications. * Collaborated with team members in the implementation of monitoring and observability tools (Grafana, Zabbix, Loki) to optimize system performance and reduce incident resolution time * Managed infrastructure automation using **AWX Ansible** to improve operational efficiency and deploy updates across multiple environments. * Documented complex workflows and system configurations, including **PostgreSQL, MongoDB,** and **Dockerized applications** runningin **AWS EC2.** * Developed automation scripts in Python and Bash to streamline alerting mechanisms, reducing manual intervention. * Used **Jira** to track and manage issues while collaborating with offshore support teams to ensure proper documentation and knowledge sharing.  Automated monitoring and maintenance tasks with Bash scripting for log analysis and system health checks in Linux environments.Worked with backend data processing tools to optimize data storage, retrieval, and analysis.2017 – JUNE 2022freelancer/student  * Completed Google Android Developer training course where I learnt Android app development - <https://adscerts.com/scholar/3D3C715446B8134> * Completed an online course for Full Stack Development where I implemented a full website using HTML, CSS and JavaScript complete with backend setup (Python) and google authentication. * Completed online course for introduction to Linux. * Learnt how to perform CRUD operations using SQL * Learnt to work with containerization, specifically Docker on an introductory level. * Learnt how monitoring tools work to handle IT infrastructure. |
| 2013 – 2017presenter/producer, radio africa group  * Produced and hosted live and recorded Tv shows on the company’s KISS Tv station |

# Education

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| (2010 - 2025)bsc. (software engineering), kenyatta university Graduating July.2025 |
| 2006-2009upper hill school Grade A-(minus)  **1998-2005**  **BELLEVUE PRIMARY SCHOOL**  424 out of 500 |

# Skills

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| * Team player * Adaptable * Diligent and trustworthy | * Critical thinker * Eye for detail * Works well with deadlines |

# Activities/hobbies

I enjoy coding, playing football, listening to music and learning new things.