

CAREER SUMMARY

Accomplished Network Engineer with over 4 years of experience designing, securing, and optimizing enterprise infrastructure. Skilled in Cisco and Junos routing, network automation, and cloud computing, with a proven track record of reducing downtime by 47% through proactive optimization. Adept in tooling, automation, and delivering resilient, high-performance network solutions across hybrid environments.

TECHNICAL EXPERTISE & SKILLS

- Networking: IP routing protocols (OSPF, BGP), MPLS, fault troubleshooting, incident management, network performance tools
- Cloud Computing: AWS services (EC2, VPC, IAM, S3), hybrid cloud architecture, VPN configuration, cloud security & compliance
- Automation & Infrastructure as Code: Python, Bash, Terraform, CloudFormation
- Monitoring, Reliability & Restoration: Capacity planning, service reliability, incident recovery, completion reporting
- Support & Management: IT helpdesk, customer support, project management, basic database administration

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT ENGINEER (TIER 2) | Liquid Intelligent Technologies

Sept 2022 – present

- Resolved Tier 1 escalations and critical faults within SLA targets, delivering real-time updates via tickets, emails, and chats to ensure transparent service restoration and maintain high uptime.
- Conducted root cause analysis on recurring network issues, reducing repeat faults by 40% and accelerating vendor-led maintenance by 25%.
- Coordinated with upstream providers and internal teams during major incidents, activating services across 3+ technologies and reducing downtime to under 30 minutes.
- Generated detailed network performance reports, including availability and utilization metrics, to support strategic decision-making and infrastructure enhancements across enterprise environments.

SOC ENGINEER | Liquid Intelligent Technologies

Oct 2021 – Aug 2022

- Monitored and analyzed network security threats and vulnerabilities using diagnostic tools and real-time alerts, contributing to risk mitigation strategies that enhanced system protection and reduced exposure.
- Supported VoIP service configuration and maintenance across enterprise environments, ensuring seamless integration, communication reliability, and cross-platform compatibility.
- Led a network migration project and provided backend support to external vendors, coordinating service transitions, validating infrastructure performance, and resolving configuration issues to maintain operational continuity.
- Generated system health reports and performed diagnostics using ping, traceroute, and packet analysis to identify performance anomalies, troubleshoot connectivity issues, and enable proactive interventions that improved network efficiency.

WEB DEVELOPER | Squoderun Labs

Feb 2021 – Sept 2021

- Designed and developed responsive, database-driven websites using Laravel, delivering scalable and visually engaging digital experiences tailored to client requirements across diverse industries.
- Translated client design specifications into functional UI/UX interfaces using Blade templating and Laravel’s component architecture, aligning visual elements with strategic business goals to enhance user engagement.
- Ensured all web applications adhered to accessibility standards and compliance regulations, implementing WCAG guidelines to promote inclusive access across platforms and devices.
- Conducted usability testing and integrated user feedback to drive iterative improvements, optimizing performance, navigation flow, and overall user satisfaction.

EDUCATION

BACHELOR’S DEGREE | BSc in Computer Science | University of Kabianga

Sept 2015 – April 2019

Training and Certifications

- Microsoft AZ-900 Azure Fundamentals
- Oracle Cloud Infrastructure 2025 Foundations Associate (1Z0-1085-25)
- Oracle Data Platform 2025 Foundations Associate (1Z0-1195-25)
- Oracle Cloud Infrastructure 2025 AI Foundations Associate (1Z0-1122-25)
- Juniper Network JNCIA JN0-104 Cert Prep
- AWS RE/START | Cloud Computing | Amazon web services
- AWS Certified Cloud Practitioner Essentials

PROJECTS

Cloud Projects (AWS)

- Setting up a Linux-based EC2 instance on AWS – [View Project](#)
- Creating Networking Resources in an Amazon VPC – [View Project](#)
- Building a Car Rental Database on AWS EC2 with MariaDB – [View Project](#)
- Installing AWS CLI and Exploring IAM on EC2 (Amazon Linux & Red Hat) – [View Project](#)
- Hosted My Café Website on Amazon S3 – [View Project](#)
- Secured My S3 Bucket Against Accidental Deletion and Bugs – [View Project](#)

Networking Projects

- Nokia ONT Provisioning – Bash script to automate Wi-Fi setup, serial validation, VLAN assignment, and activity logging. [View Project](#)
- VSOL ONT Provisioning – Python tool for SSH-based TR-069 configuration across VSOL OLTs with secure credential handling. [View Project](#)
- TR-069 Remote Configurator – Python script to remotely apply ACS settings on Nokia/VSOL devices with reachability checks. [View Project](#)
- Power Levels Audit Tool – SSH automation to collect ONT status, parse with pandas, and export structured Excel reports. [View Project](#)