

Maxwell Miya

Nairobi, Kenya | +254 708 990 281 | maxwell.miya@gmail.com | [LinkedIn](#)

Professional Summary

Results-driven IT Infrastructure & Security Specialist with 9+ years of experience designing, implementing, securing, and optimizing robust IT environments across on-premise, hybrid, and multi-cloud landscapes (Azure, AWS, GCP). Proven ability to lead modernization projects, enhance cybersecurity posture, automate processes (PowerShell, Ansible, Azure CLI), and ensure operational excellence aligned with ITIL and cloud best practices. Expertise includes Microsoft core infrastructure (Azure, AD, Entra ID, Intune), network engineering, disaster recovery planning, and ITSM implementation, consistently delivering measurable improvements in reliability, performance, security, and cost-efficiency.

Career Highlights

- Reduced security incidents by up to 60% through strategic deployment of Fortinet firewalls, SIEM, and Defender XDR across multiple organizations.
- Achieved 40% operational cost savings by migrating on-prem infrastructure to Microsoft Azure at ETSA.
- Decreased manual workload by 25-40% and improved ticket resolution times by up to 45% via PowerShell/Ansible automation and ITSM system implementation.
- Successfully deployed Microsoft Intune & Entra ID Conditional Access for 100% device compliance, significantly enhancing endpoint security (ETSA).
- Improved system uptime by 35% and achieved RTO of <1 hour via enhanced monitoring (SolarWinds/LogicMonitor) and Veeam-based disaster recovery solutions.

Work Experience

IT Infrastructure Administrator | Ethical Trade Services Africa (ETSA) | Nairobi, Kenya | 2023 – Present

- Led cloud transformation, migrating email from IMAP to Microsoft 365 (cutting related tickets 40%) and configuring Azure services to enhance business agility.
- Engineered and manage endpoint security using Microsoft Intune and Entra ID Conditional Access, ensuring 100% compliance for corporate devices.
- Deployed Microsoft Defender XDR, reducing security incidents originating from endpoints by 50% within the initial six months.
- Developed PowerShell/Ansible automation scripts, reducing repetitive task workload by 40% (~15 hrs/week) and implemented an ITSM system cutting resolution times by 30%.
- Designed and launched a SharePoint Online intranet portal and integrated onboarding/funds request workflows, boosting HR process efficiency by 30%.
- Implemented Veeam/VMware DR solution achieving <1hr RTO and enhanced monitoring (SolarWinds), improving overall system uptime by 35%.
- Spearheading Moodle implementation for staff training, currently tracking a 25% increase in initial completion rates.

Systems Administrator L1 (Remote) | Preeminent Technology MSP US | Dec 2022 – Jan 2025

- Managed hybrid IT infrastructure (Azure, M365, Google Cloud, On-Prem) for 15+ enterprise clients (health, finance), maintaining 99.95% average uptime.
- Reduced client response times by 50% acting as the primary contact for troubleshooting and incident management.
- Optimized cloud spend, leveraging Azure/GCP native tools to lower client cloud expenses by an average of 25%.
- Enhanced client security posture by deploying Arctic Wolf (SIEM) and Bitdefender EDR, reducing incident escalations by 40%.
- Automated routine client tasks using PowerShell, cutting operational overhead by 30%, and contributed to M365 migration/backup projects using Veeam.
- Boosted system efficiency reporting by 20% through effective use of LogicMonitor performance monitoring.

IT Officer | Origin Fresh EPZ Limited | Nairobi, Kenya | Mar 2022 – May 2023

- Established secure and reliable IT infrastructure, including network cabling, Dell PowerEdge server configuration, and Sophos XG Firewall deployment (reducing network threats 40%).

- Customized Odoo ERP Inventory module, decreasing processing time by 20% and increasing data accuracy by 15%; streamlined IT procurement cutting costs by 15%.
- Rolled out Google Workspace with enforced 2SV/MDM for 50+ users, improving remote access security and collaboration.
- Implemented automation scripts reducing manual server checks and tasks by 30%.

IT Officer | Juanco Group | Nairobi, Kenya | Mar 2020 – Mar 2022

- Led infrastructure modernization, deploying an HPE Blade server and overhauling the network, resulting in a 30% reduction in system downtime.
- Implemented Fortinet NGFW, achieving a 60% reduction in security incidents; migrated users to Google Workspace with enhanced security (2SV/MDM), improving security posture by 40%.
- Boosted overall system performance by 25% through targeted user device upgrades (RAM, SSDs).
- Automated routine maintenance tasks, saving an average of 10 hours per month.

IT Support Specialist | Silentnight | Nairobi, Kenya | Dec 2015 – Mar 2020

- Managed infrastructure refresh projects and provided robust support, improving system uptime by 35%.
- Implemented ITIL-based service/asset management, reducing ticket resolution times by 45%.
- Deployed Fortinet firewalls and encryption tools, lowering security vulnerabilities by 50%.
- Utilized Wireshark and SolarWinds for network monitoring, enhancing performance efficiency by 30%.

Technical Skills

- **Cloud Platforms:** Microsoft Azure (IaaS, PaaS), AWS (EC2, S3, VPC, IAM Principles), GCP (Fundamentals), VMware (vSphere), Kubernetes (AKS basics), Hyper-V
- **Microsoft Ecosystem:** Windows Server (2016/2019/2022), Active Directory Domain Services (ADDS), Entra ID (Azure AD), Azure AD Connect, Group Policy, Intune, Defender Suite (XDR, for Endpoint, for Cloud), M365 Admin, Exchange Online Admin
- **Automation & Scripting:** PowerShell, Ansible, Bash, Azure CLI (Az CLI), Microsoft Graph API (Basic), Terraform (Basic), Power Automate
- **Networking & Security:** TCP/IP, DNS, DHCP, VPNs, SD-WAN Principles, Firewalls (Fortinet, Sophos), Network Cabling & Design, Zero Trust Concepts, IAM (Azure RBAC)
- **ITSM & Monitoring:** ITIL v4, Jira Service Management, ServiceNow (Basic Exposure), SolarWinds, LogicMonitor, Azure Monitor, Wireshark
- **Databases:** SQL Server, MySQL (Basic Admin), PostgreSQL
- **Other:** Veeam Backup & Replication, Odoo ERP Customization, Google Workspace Admin, Google Cloud Platform, AWS Admin, 3CX Phone Systems, Moodle LMS

Education & Certifications

- **Bachelor of Business Information Technology** | Strathmore University | 2016
- **Fortinet Certified Cybersecurity Associate (CAC)** | Fortinet | 2025
- **3CX Certified Engineer v20** | 3CX | 2025
- **Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900)** | Microsoft | 2023
- **AWS Certified Cloud Practitioner** | AWS | 2021
- **Microsoft Applied Skills: (Awarded by Microsoft)** | 2025
 - Defend against cyberthreats with Microsoft Defender XDR
 - Prepare security and compliance to support Microsoft 365 Copilot
 - Implement information protection and data loss prevention by using Microsoft Purview
 - Implement retention, eDiscovery, and Communication Compliance in Microsoft Purview
 - Create and manage automated processes by using Power Automate
 - Secure storage for Azure Files and Azure Blob Storage
 - Deploy and configure Azure Monitor
 - Secure Azure services and workloads with Microsoft Defender for Cloud regulatory compliance controls
 - Configure secure access to your workloads using Azure networking
 - Implement security through a pipeline using Azure DevOps