MOREEN KIMWAKI

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PROFESSIONAL EXPERIENCE

AWS re/Start Program   **Current**
Cloud Practitioner & Support Labs   Nairobi, Kenya

- AWS Certified Cloud Practitioner (CLF-C02) with applied training in enterprise-grade troubleshooting across EC2, S3, IAM, CloudFront, Route 53, and Lambda.
- Delivered multi-service incident response by simulating real-world AWS support tickets ,connectivity failures, IAM misconfigurations, performance bottlenecks.
- Performed root cause analysis on recurring issues ,DNS failures, access errors, cost optimization, documenting permanent solutions to reduce repeat incidents.
- Established secure remote access to AWS EC2 instances via SSH for configuration, monitoring, and troubleshooting tasks.
- Demonstrated proficiency in managing cloud-hosted environments and applying best practices for secure connectivity and instance-level operations.
- Conducted network diagnostics using Linux CLI tools ping, dig, traceroute to resolve latency and DNS resolution.
- Applied OSI model principles to troubleshoot network layer issues using CLI tools and cloud monitoring dashboards.
- Continuously expanding knowledge in cloud support workflows and technical documentation.
- Currently building proficiency in Bash scripting to automate routine system tasks, streamline server operations, and enhance cloud resource management.
- Practicing incident handling, customer communication strategies, and root cause analysis through simulated AWS support cases.
- Simulated real-life support tickets using AWS services to practice multi-service troubleshooting and customer communication.
- Designed small-scale cloud environments to test connectivity issues, IAM misconfigurations, and performance bottlenecks.
- Applied a customer-first mindset while working through multi-service troubleshooting labs to simulate real-world support environments.
- Practiced ITIL style incident handling workflows, including escalation procedures, ticket documentation, and customer communication strategies.

Africa Sokoni   **August 2022 — April 2024**
Mid-level Software Developer   Nairobi, Kenya

- Develop and maintain robust React applications, continuously enhancing user experiences and satisfaction.
- Liaised with payment processors and banking partners to troubleshoot failed transactions, monitor payment flows, and ensure smooth reconciliation of mobile and card-based payments.
- Collaborate seamlessly with cross-functional teams, including designers,backend developers, and QA, to define and refine project requirements for successful application delivery.
- Participated in weekly cross-functional meetings with finance and customer care teams to align on payment system efficiency, compliance, and uptime SLAs.
- Created internal documentation for recurring technical issues and knowledge base content to support both customer service and tech support teams.
- Partnered with internal stakeholders to identify bugs and deliver timely resolutions, minimizing downtime and maintaining platform reliability for end users.
- Proactively tested production systems to identify and resolve performance and usability issues before impacting enterprise clients.
- Conduct thorough code reviews, ensuring code quality and adherence to best practices.

- Implement state management using Redux for consistent data flow and application stability.
- Integrate RESTful APIs with Axios for seamless server-side communication.
- Collaborate with the design team to implement UI/UX improvements.
- Maintain clean code repositories using Git for seamless collaboration and version control.

Africa Sokoni   **May 2021 — August 2022**
Junior Software Developer   Nairobi, Kenya
- Develop responsive UI components using React JS, tailwind, and bootstrap.
- Work closely with the department leads to research features for the platform and planning implementation processes.
- Use GitHub in a team setup to host the project and review team code.
- Pair programming with the team with sprints.

UpWork - Self-Directed   **April 2020 — April 2021**
FullStack Developer   Nairobi, Kenya
- Build Front-End platform using React and redux.
- Build Back-End platform using NodeJs.
- Use jest framework with enzyme library to write unit and integration tests.
- Integrate the use of Travis CI to test projects hosted on GitHub.
- Use of GitHub to host previously done projects.
- Deploy projects on Heroku.
- Stripe integration for online payments.
- Use of CircleCI to test the project.

Murban Movers Limited   **June 2018 — March 2020**
ICT Officer   Nairobi, Kenya
- Provided first-line technical support for internal teams, troubleshooting network, email, and access control issues.
- Collaborated cross-functionally with departments to identify, log, and resolve IT incidents, escalating when needed.
- Managed PABX installation, email onboarding, and user access permissions, supporting secure communication and collaboration tools.
- Maintained and monitored server systems, including daily backups, system checks, and device diagnostics.
- Ensure the NVR is online and running with periodic checking of the CCTV functionality.
- Secolink Smart office alarm system management with daily disarming messages.
- Overlooking IVMS biometric access controls, IVMS 4200 System Management.
- Ensure staff support.

EDUCATION

Mount Kenya University   **May 2014 - July 2017**
Bachelor of Business and Information Technology   **Nairobi, Kenya**

PROGRAMMING LANGUAGES
- ReactJs, Redux, Javascript, NodeJs, HTML, CSS

SKILLS

- **Cloud Platforms:** AWS Certified Cloud Practitioner - CLF-C02, EC2, S3, IAM, cloudFront,CloudWatch, Route 53, RDS, Microsoft 365, Box, OneDrive, Azure AD, SaaS-based productivity tools
- **Framework and APIs:** React, Express, Postman, Internationalization, ChakraUI, JavaScript, Python
- **Databases:** Firebase, MongoDB Compass
- **Operating systems:** UNIX/LINUX, Windows 2012 R2, MacOS, Bash Scripting
- **Network Protocols and Security:** DNS, HTTP/S, SSL, TCP/IP, OSI Model, VPN, VLANs, Firewalls
- **Support Tools and Collaboration:** Git, GitHub, Agile/Scrum, customer communication, technical documentation, Slack
- **Authentication and Identity:**Active Directory, IAM lifecycle tasks, authentication protocols - OAuth2, SSO/MFA implementation, directory services - Kerberos
- **Monitoring Tools:** Incident Handling - ITIL practices, Root Cause Analysis, Preventive Maintenance, Capacity Monitoring - CloudWatch, dashboards), Log Analysis