

Jackson Muhika Kiguru.

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➤ **MY COMPETENCIES.**

- Extensive IT Experience:** 9 years of experience in Hardware/Software Management, Systems Admin and Networking.
- Technical Proficiency:** Managing Windows operating systems, Microsoft Office Suite, including PCs, Laptops, Printers, and Peripheral Devices.
- Networking Skills:** Configuring and Maintaining LANs, WANs, VPNs, and network security systems, including firewalls and Antivirus Software.
- Systems Administration:** User account management, and enforcing IT policies to ensure secure and efficient operations.
- Audiovisual Technology:** AV setups, including projectors, microphones, video conferencing systems (Zoom, Microsoft Teams), DANTE audio networking, and Black Magic AV solutions.
- Monitoring and Incident Management:** Skilled in using tools like Prometheus, Grafana, and Sophos Firewall to ensure system and network performance, with a strong background in incident resolution.
- End-User Support:** Providing remote and onsite IT support, troubleshooting, and training for users across large organizations.

➤ **STRENGTHS.**

- Installing, upgrading, supporting, and troubleshooting computer hardware, printers, Windows operating systems (10/11), Office Suite (2016/2019), and authorized applications.
- Diagnosing and resolving hardware issues, including PCs, laptops, printers, and peripherals, ensuring optimal performance.
- Maintaining and repairing network-connected devices, employing diagnostic tools to troubleshoot connectivity issues.
- Providing IT support to end users, offering training on software and hardware operations.
- Configuring and managing networks, firewalls, and antivirus systems for enhanced security and performance.
- Setting up, operating, and troubleshooting audiovisual equipment for events, including projectors, microphones, speakers, video conferencing platforms, and DANTE audio networking.
- Monitoring and maintaining systems, networks, and applications using tools like Prometheus, Grafana, and Sophos Firewall.
- Performing system backups, domain and email server management, and implementing preventive maintenance tasks to ensure reliability.
- Creating and enforcing IT policies, managing user accounts in Active Directory, and performing IT administrative tasks for large-scale organizations.

PROFESSIONAL WORK EXPERIENCE.

➤ IT Administrator. Bidwood Suites Hotel. November 2024-December 2024.

- I was responsible for designing, organizing, modifying and supporting the company's computer systems. Design and install LANs, WANs, Internet and Intranet Systems, Network Segments, Telephone Systems, DSTV and CCTV systems
- Carried out all duties related to all IT areas and IT department of the company ranging from setup, troubleshooting and repairs of any hardware and software with any of the company systems and servers that included: Fidelio, Micros, Tally and MC.
- I designed and implemented preventive maintenance tasks for all hardware and software in the company.
- I was responsible for monitoring the company's firewall and antivirus systems software(Norton) to ensure network security.
- I was also responsible for monitoring and troubleshooting DSTV and CCTV related issues.
- I was responsible of setting up systems during events including Sound Systems Public address, microphones, projector etc.
- I did daily backups of all the main servers of the company including Fidelio, Tally, Micros and MC.

➤ NOC Analyst Consultant. Payless Africa/NRG Radio. January 2024-June 2024.

- Using all monitoring tools to monitor the availability and performance of critical applications, systems, and networks of the Company eg; Prometheus, Grafana, Pinpoint, Xen Orchestra etc.
- Handling incident management, communication (written and verbal), and troubleshooting issues with limited direct supervision.
- Review monitoring devices eg; Sophos Firewall ensuring safe traffic flow of network and all devices connected.
- Perform all daily system and network log reviews and Ensuring timely and accurate notifications of all high severity incidents.
- Escalating performance issues, unresolvable incidents and service interruptions to vendors. Created and updated incident records in the tracking system.
- Worked with 2nd and 3rd level teams to ensure documentation of issues raised is accurate and resolved on a timely manner.

➤ IT Support Engineer(Volunteer). Radio Africa Group. July 2023-To Dec 2023.

- Offered general IT support to the staff working in the studio both TV and Radio (Kiss TV, Kiss 100, East FM, Classic FM and Radio Jambo.
- I learned about Davinci Resolve for video production, editing, shooting and post production and used DANTE for Audio Transmission over Ethernet networks.
- I managed Live events, Conferences and Webinars with AV support, Broadcasts (SHURE Networking Solutions).
- Setup and Operated AV equipment such as Projectors, Microphones, Speakers, Cameras and Video Displays, Mixing Console and Video Switchers (Black Magic AV).
- I also setup Video Conferencing platforms such as Zoom, Microsoft teams and Google Meets.

➤ ICT Officer. Platinum Credit LTD. February 2018-To May 2023.

- Offered IT Support to Over 3000 users and 200 Branches Remotely Using Any Desk and Team Viewer App.
- Ensure Network Connectivity at the Call Center (200 Agents) and All Branches.
- Monitor and Resolve Issues on the Helpdesk System Created by Users.
- Update Machines Software and Hardware to Make Sure Users Are Working Effectively and Efficiently.
- Troubleshooting Faulty Machines and Replacing Worn Out Parts.
- Creating New User Accounts, Updating and Deactivating of Users and Training them on New Systems.
- Managing all the Networks and Access Points at the Call Center and all the CCTV Cameras.
- Creation of Users on Active Directory, Enforcing Policies and Access Levels for Users.
- Creation of Policies and Monitoring of Firewall Performance and all External Intrusions.
- Installation of Appropriate Software and Setting up Policies According to IT Policies of the Company.
- Developing Tutorials and SOPs for all Systems and New Systems.

EDUCATIONAL BACKGROUND.

- **Certificate in Cooperate IT Training at Strathmore Business School. (March 2019-Aug 2019)**
- **IT Technical Support Fundamentals:** An online non-credit course authorized by Google and offered through Coursera.
- **Foundations of User Experience(UX/UI) Design.** An online non-credit course authorized by Google and offered through Coursera.
- **System Admin & IT Infrastructures Services:** An online non-credit course authorized by Google and offered through Coursera.
- **IT Security Certificate:** An online non-credit course authorized by Google and offered through Coursera.
- **Project Management:** An online non-credit course authorized by Google and offered through Coursera.
- **Bachelors of Information Technology (System Administration and Network Management).**
Makerere University Kampala, Uganda (August 2008-Jan 2014).
- **Uganda Advanced Certificate of Education (UACE) “A” Level Certificate.**
Progressive Secondary school Kampala Uganda, (2006-2007).
- **Information Technology Elementary Certificate.**
Introduction to Computers, Windows 95/98/2000, Microsoft Word, Excel, Access, PowerPoint, Adobe PageMaker, Internet & E-mails and Basic Maintenance.
Destiny Access Institutes Nanyuki.

REFEREES.

References Available on Request.