

Paul Kimani

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Customer-Centric **Technical Specialist** with 4+ years of experience in implementing solutions, diagnosing and troubleshooting complex technical issues in enterprise grade environments. Strong expertise in managing cloud-based infrastructures, with a solid understanding of network security principles. Proven ability to optimize network performance, enforce security policies, and implement cutting-edge technologies such as Zero Trust, SIEM, and MFA. Adept at communicating technical concepts to non-technical stakeholders while fostering continuous process improvements.

Experience

FEBRUARY 2022 – NOVEMBER 2024

Technical Consultant | AARO Systems | Nairobi, Kenya

- Provided technical support for distributed cloud infrastructure, including provisioning and managing resources on Azure.
- Configured PingOne IDaaS which utilizes CloudFront to deliver Authentication services to edge locations, assist on prem customers with setting up firewall forwards to CLOUDFRONT_GLOBAL_IPs
- Performed RESTful API testing and integration when customer needs features that require integration to third party services providers.
- Conducted root cause analysis and resolved complex technical issues in SQL databases upgrades and IT infrastructure.
- Provided technical consultation for on premise customers network re-architecture projects, ensuring scalability and alignment with business growth.
- Supported Zero Trust architecture implementation using Cisco Duo and Okta for multi-factor authentication and deploying applications on Citrix storefront.
- Developed technical documentation and tutorials to improve customer knowledge and onboarding processes.
- Automated cloud tasks and configurations using scripting languages and tools eg. Python, ansible and terraform to streamline operations.

JANUARY 2020 – FEBRUARY 2022

Network Engineer/Ass. Project Manager-ICT | Electroserve Limited | Nairobi, Kenya

- Troubleshoot system performance issues, including log analysis using Datadog SIEM integration.
- Participated in implementing on prem JIRA ticketing systems to streamline project tracking and issue resolution.
- Designed and implemented robust LAN/WAN solutions, implementing encryption technologies to enhance data security.
- Oversee ICT projects, delivering secure and scalable infrastructure solutions while ensuring compliance with technical standards.

MAY 2019 – DECEMBER 2019

IT Helpdesk Intern/Admin Assistant | Electroserve Limited | Nairobi, Kenya

- Delivered front-line customer support for system and application issues
- Managed Office 365 applications and implemented access control systems to enhance operational security.
- Monitored network traffic at NOC and addressed performance bottlenecks in a high-demand environment.
- Conducted site surveys and reported on technical requirements for cloud and storage projects.
- Guided administrative and professional staff through computer and software problems.

Skills

Technical Troubleshooting: SQL, RESTful APIs, API testing Tools (Postman) • **Security:** Zero Trust (Okta, Cisco Duo), Network Security, Cloud Security, SIEM • **Scripting:** Python, Terraform, Ansible •

Monitoring & Analytics: Datadog

Tools & Technologies: F5 Load Balancer, Citrix deployment • **Protocols:** IPsec, SSL, MPLS, BGP, OSPF

Customer Support Tools: Jira • **Core Competencies:** Technical Documentation, Process Improvement, Cross-functional Collaboration, Excellent time management

Education

MAY 2019

Bachelor of Science Software Engineering | Kisii University | Kisii, Kenya

3.3 GPA • Member of university's St. John's ambulance

Certifications

Microsoft Azure Fundamentals • Cisco Certified Network Associate (CCNA) • Cisco Cyber Security Essentials

AWS Certified Solutions Architect (Ongoing)

Projects

- Upgraded Electrolux Group Financial Consolidation system and implemented third-party API integrations
- Designed Installation of IP CCTV Surveillance, Access Control System and Network Infrastructure configuration including a scalable backup strategy leveraging AWS S3 and Glacier, ensuring robust disaster recovery at National Communications Secretariat