CURRICULUM VITAE

Reagan Otieno Musa

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Personal information

Date of birth: 08-01-1987
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OBJECTIVES

Results-driven IT professional with a solid foundation in IT project management, system administration, and DevOps, complemented by recent coursework in software engineering. Seeking a challenging role where I can leverage my diverse skill set to drive innovation, streamline processes, and deliver exceptional results for the organization. Adept at leading cross-functional teams, optimizing IT infrastructure, and developing cutting-edge software solutions to meet and exceed business objectives.

Skills

1. **IT Project Management**:

   - Project planning and execution

   - Budgeting and resource allocation

   - Stakeholder communication

   - Risk management

   - Agile project management

2. **System Administration**:

   - Server administration (Linux/Windows)
   - Network configuration and troubleshooting
   - Cloud infrastructure (AWS)
   - Virtualization (VMware, Hyper-V)
   - Security best practices

3. **DevOps**:

   - Continuous Integration/Continuous Deployment (CI/CD)
   - Configuration management (AWS, Jira)
   - Containerization (Docker, Kubernetes)
   - Scripting and automation (Bash)
   - Monitoring and logging tools (Cloudwatch, Grafana, Datadog)

4. **Software Engineering**:

   - Programming languages (JavaScript, Node.Js, Express.Js, Python, C)
   - Software development methodologies (Agile, Scrum)
   - Version control (Git, bitbucket)
   - Software design and architecture
   - QA Testing and debugging

5. **Agile Framework**:

   - Scrum methodology
   - Kanban boards
   - Sprint planning and retrospectives
   - User story creation and management
   - Agile tools (e.g., Jira, Trello)

Work experience

July 2010 to June 2015

System Administrator – Technology House Kenya Limited.

Duties

- Management and maintenance of servers running Linux and Windows server operating systems.
- Implement security policies and procedures to safeguard network infrastructure and data.
- Conducted regular system upgrades and patch management to ensure the stability and security of the IT infrastructure.
- Provide support for end-users and resolved technical issues in a timely manner.

July 2016 to April 2018

System Administrator - CarePay Limited.

Duties

- Managed and maintained a heterogeneous network environment consisting of 50+ servers running Linux and Windows server operating systems on AWS cloud infrastructure.
- Implemented security policies and procedures to safeguard network infrastructure and data, reducing security incidents by 30%.
- Conducted regular system upgrades and patch management to ensure the stability and security of the IT infrastructure.
- Provided Tier 2 and Tier 3 support for end-users and resolved technical issues in a timely manner.
- Collaborated with cross-functional teams to plan and execute disaster recovery and business continuity strategies.

Achievements

- Successfully migrated the company's email system from an on-premises solution to Microsoft Office 365, resulting in improved email reliability and accessibility.
- Successfully created read only replica for AWS MYSQL RDS to prevent the developers from making changes to the production database.
- Reduced server downtime by 25% through proactive monitoring and preventive maintenance. Also contributed to the setup of datadog and Grafana for dashboard visualization of the system.
- Implemented automation Bash scripts to streamline routine system administration tasks, saving 10 hours per week.
- Led a junior system administrator, providing training and mentorship to improve his technical skills.

July 2018 to April 2021

Project Manager - CarePay Limited.

Duties

- Led a cross-functional team to successfully plan, execute, and close IT projects in Kenya, Tanzania and Nigeria, ensuring alignment with business objectives.
- Communicated with stakeholders, providing regular updates and ensuring project requirements were met.
- Implemented Agile project management methodologies, leading to a 20% increase in project delivery efficiency.

Achievements

- Successfully delivered critical projects in **Tanzania** that allowed the commencement of ICHF digital program, involving mobile health wallets for a targeted group in Moshi Tanzania.

- Successfully delivered critical project in **Nigeria** that allowed the commencement of the Lagos State Health Service (LSHS) mobile health wallet, involving mobile health wallets for all residents of Lagos state, Nigeria.
- Contributed to the integration of **M-TIBA** and hospital HMIS systems that were crucial for the delivery of smooth service for M-TIBA members including PARAS for AAR, Kranium for Gertrudes Hospital, Care2000 for Aga Khan, Nairobi Hospital

Education

2022 to 2023 – Alx Africa

Software Engineering

2005 to 2007 – Neo Technologies

Information Technology

2001 to 2004 - Hospital Hill Secondary School

 Kenya Certificate of Secondary Education.

1992 to 2000 – State House Primary School

 Kenya Certificate of Primary Education.

Referees

Mrs. Elizabeth Wambui Mwangi
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