REX MASINA
Senior System Administrator | Cybersecurity & IT Specialist
Malawi Telecommunications Limited (MTL)
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Professional Summary

Senior System Administrator and Cybersecurity Specialist with over 12 years of experience designing, securing, and managing enterprise IT infrastructures. Skilled in system hardening, virtualization, and cloud computing **(Azure, VMware, AWS)**. Proven record in implementing security frameworks, migrating critical systems, and improving uptime through modern IT service delivery. Reliable, detail-oriented, and passionate about advancing cloud and cybersecurity capabilities within dynamic organizations.

Core Competencies

- **Infrastructure & Systems**: Windows Server, Linux (Ubuntu/CentOS/Debian), VMware ESXi, Hyper-V; Microsoft 365, Google Workspace; Active Directory, DNS, DHCP.
- **Security & Network:** VPN, Firewalls (Cisco ASA, Checkpoint, pfSense), IDS/IPS, Endpoint Security; Vulnerability Assessment (Nessus, Qualys, OpenVAS), Security Policy Enforcement.
- **Cloud & Automation:** Azure, AWS (basic), Acronis Cloud; Backup & DR Planning; Scripting, Git, Monitoring (SolarWinds, Zabbix, Nagios).
- **Web & Development:** PHP, HTML/CSS, JavaScript, Apache, Nginx, MySQL.
- **Management & Reporting:** Project Planning, ITIL Service Desk, SOPs, Infrastructure Documentation, Security Reports.

Key Projects & Achievements

- **Data Centre Relocation:** Successfully relocated MTL's live data centre with zero downtime.
- **O365 Deployment:** Led company-wide Microsoft 365 rollout, completed within schedule and budget.
- **Intranet, Website & Directory Development**: Designed and rebuilt MTL's intranet, website and online phonebook from scratch.
- **Physical Security Systems:** Installed CCTV and biometric access systems at MTL and Technobrain Malawi.
- **Configuration Management:** Improved configuration tracking using Git and TACACS+ at MTL.
- **Security & Compliance:** Designed and implemented IT Security Policies and DR Plans, achieving ISO 27001 compliance.

- **Judiciary System:** Implemented Case Management System for the High Court Commercial Division.
- **Corporate Integrations:** Configured Exchange 2012 and reconnected 20 organizations at PressCorp Malawi.
- **Infrastructure Modernization:** Migrated Active Directory from 2000 → 2012 and deployed a firewall at Roads Authority Lilongwe.
- **LAN & Biometrics Setup:** Designed LAN and security systems for Airtel Malawi (Bisnowaty, Lilongwe).

Professional Experience

Malawi Telecommunications Limited (MTL) – Senior System Administrator | Cybersecurity & Cloud Infrastructure Expert *(2019 – Present)*

- Virtualized core IT infrastructure using VMware ESXi, improving scalability and uptime by 40%.
- Deployed enterprise-wide perimeter and endpoint security, strengthening cyber defense posture.
- Managed Acronis Cloud & Tape Backup Systems, reducing recovery time significantly.
- Implemented Microsoft 365 across all business units for improved collaboration.
- Installed and configured enterprise firewalls (Cisco ASA, Checkpoint, pfSense) and site-to-site VPNs.
- Enhanced IT service delivery by implementing an ITIL-aligned service desk system.

Malawi Telecommunications Limited (MTL) – Windows System Administrator *(2018 – 2019)*

- Administered Windows-based servers and enterprise infrastructure.
- Resolved critical system issues, improving service availability and network performance.

Technobrain Malawi – IT Consultant / System Administrator *(2012 – 2017)*

- Delivered IT consulting, systems support, and infrastructure implementation for clients.
- Installed SAN/NAS storage systems and configured secure network services.
- Deployed antivirus and endpoint protection solutions in enterprise environments.

Education

- BSc in Information and Communication Technology (BICT) – Malawi School of Government (MSG), Blantyre (2025).
- International Advanced Diploma in Computer Studies – NACIT, Malawi (2006).
- Diploma in Computer Studies – NACIT, Malawi (2005).
- Cisco Certified Network Associate (CCNA1–4) (2012).
- IT Essentials: PC Hardware and Software – Lilongwe Technical College (2013).
- Diplomas in Project Management & IT Management – Alison Online (2021).

Technical Skills

- **Operating Systems & Platforms:** Windows Server (2012–2022), Linux (Ubuntu, CentOS, Debian), macOS. Active Directory, DNS, DHCP, LDAP, Group Policy Management.
- **Networking & Security:** Protocols (TCP/IP, BGP, OSPF, EIGRP), VPN (IPsec, SSL), VLAN. Cisco ASA/Firepower, Checkpoint, pfSense. IDS/IPS, Endpoint Protection (Symantec, Defender), DLP,SIEM.
- **Vulnerability tools:** OpenVAS, Nessus, Qualys.
- **Frameworks:** ISO 27001, ISO 20000, ISO 22301, ITIL, MITRE ATT&CK.
- **Cloud & Virtualization:** VMware ESXi, Hyper-V, Microsoft Azure, AWS (basic), Acronis Cloud. Microsoft 365 & Google Workspace Administration. Docker & Kubernetes (basic).
- **Backup & Disaster Recovery:** Acronis, Tape Backup Solutions. Business Continuity & Disaster Recovery (BCP/DR) Planning.
- **Monitoring, Automation & DevOps Tools:** SolarWinds, Zabbix, Nagios, Git, Scripting (Bash, PowerShell). Configuration & Version Control (GitHub, GitLab).
- **Web & Development Tools:** PHP, HTML5, CSS3, JavaScript, Apache2, Nginx, MySQL,MariaDB.
- **Project & Service Management:** ITIL Framework, Agile & Scrum, Documentation & Reporting (SOPs, Security Reports, Infrastructure Roadmaps

Professional Memberships & Leadership

- ICT Association of Malawi (ICTAM) – Member.
- Chair of Welfare, Malawi Telecommunications Limited (MTL) (2025–Present) – Leading staff welfare initiatives, promoting employee well-being, and coordinating welfare programs.
- Executive Member, MTL Workers' Union (2021–Present) – Representing employees in union matters and supporting staff advocacy.

Languages

- English – Fluent
- Chichewa – Fluent

References

Available on request