

John Doe

Solution Architect & Systems Engineer

[Email](#)

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Skills

- Enterprise Architecture Design
- Cloud Infrastructure (AWS, Azure, GCP)
- System Integration & Migration
- DevOps & CI/CD Pipeline Implementation
- Microservices Architecture
- Security & Compliance
- Performance Optimization

Technologies

Cloud Platforms

AWS, Azure, Google Cloud, Kubernetes, Docker

Programming

Python, JavaScript, Go, Bash

Infrastructure

Terraform, Ansible, Jenkins, GitLab CI

Databases

PostgreSQL, MongoDB, Redis, DynamoDB

Monitoring

Prometheus, Grafana, ELK Stack, DataDog

Languages

- **English** - Native/Fluent
- **Swahili** - Professional Working Proficiency

Certifications

- AWS Certified Solutions Architect - Associate
- Microsoft Certified: Github Copilot
- ITILv4 Certified

Experience

Systems Engineer

Kenya Revenue Authority | January 2023 - Present

- Designed and maintained high-availability infrastructure for critical business systems
- Implemented automated deployment of VMs across citrix and huawei environments reducing deployment time by 60%
- Managed 25+ Cirtrix servers spanning two different regions by monitoring availability and optimization
- Maintained and managed Active directory by administering user accounts, Group policies and printer server for 2000+ users

IT Support Engineer

Mercy Corps Kenya | September 2021 - December 2022

- Overseeing the maintenance, support, and optimization of IT infrastructure and systems across on premises and cloud.
- Deployed, configured and monitored Cisco meraki device and UniFi WiFi access points across field offices.
- Managed Microsoft 365 environment, configuring services like exchange online, Microsoft Intune, Sharepoint and Teams to enhance 100% productivity
- Collaborated with cross-functional teams to deliver 20+ successful projects

IT Operations Associate

Andela | August 2019 - April 2020

- Certified Kubernetes & Cloud Native Associate (KCNA)
- PRINCE2 Foundation

- Provided 2, & 3rd level remote support to over 1000+ users across different time zones
- Implemented monitoring solutions improving system uptime to 99.9%
- Automated routine maintenance tasks saving 20 hours per week
- Provided technical support and troubleshooting for production systems

Education

Bachelor of Business Information Technology

Jomo Kenyatta University of Agriculture & Technology, Kenya | September 2014 - June 2018

Second Class Honors: Upper Division