

# 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+ Citrix 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