

# Simeon Kanani

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
- Automation & Scripting
- Security & Compliance
- Performance Optimization

## Experience

### Systems Engineer

Kenya Revenue Authority |  
January 2023 - Present (On-site)

- Provided 2nd-Line Remote Support for 1500+ Citrix and Huawei virtual desktops, maintaining 100% resource availability and achieving 99% SLA compliance on ticket resolution
- Managed VM lifecycle and compute resource availability by utilizing Python scripts for monitoring and optimization.
- Provided technical hardware and software troubleshooting for network and windows server environments.
- Supported large-scale IT projects, including implementation of FortiEDR solution, FortiNAC, and Windows 11 Upgrades

## Technologies

### Cloud Platforms

AWS, Azure, Google Cloud, Kubernetes, Docker

### Programming

Python, JavaScript, Bash

### Infrastructure

Terraform, Ansible, Jenkins, GitLab CI

### IT Support Specialist

## Databases

PostgreSQL, MongoDB, Redis, DynamoDB

## Monitoring

Prometheus, Grafana, ELK Stack, DataDog

# Languages

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

# Certifications

- AWS Certified Solutions Architect - Associate
- Microsoft Certified: Github Copilot
- ITILv4 Certified
- Certified Kubernetes & Cloud Native - Associate (CKA)
- PRINCE2 Foundation

Mercy Corps Kenya | September 2021 - December 2022 (On-site)

- Designed and maintained high-availability infrastructure for critical business systems
- Deployed, configured and monitored Cisco meraki device and UniFi WiFi access points to support the LAN and WAN need for both head office and remote offices
- Supported and managed Microsoft 365 environment, configuring services like exchange online, Microsoft Intune, Sharepoint and Teams
- Collaborated with cross-functional teams to deliver 10+ successful projects

## IT Operations Associate

Andela | August 2019 - April 2020 (Hybrid)

- Provided 2, & 3rd level remote support to over 1000+ users across different time zones and utilized Slack/Email for prompt resolution, driving customer satisfaction
- 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 |  
2014 - 2018

Second Class Honors - Upper  
Division