

# Mark Kilela Mutuota

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<https://github.com/tenmark86>

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## CAREER SUMMARY

- Skilled technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics. Successful computer technician qualified to upgrade networks, software and hardware. Enthusiastic professional with background initiating malware protection and promoting cybersecurity policies, exceptional skill in windows, Linux and SQL server applications.
- Methodical IT Administrator with 8 years maximizing human and technical resource contributions to optimize business operations. Proponent of integrating emerging technologies heighten IT activity efficiency. Dedicated to enhancing service outcomes and reducing response times to safeguard consistent operations.

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## SKILLS AND STRENGTHS

- Hardware evaluation
- Interpersonal and written communication
- Self-motivated
- Debugging proficiency.
- Strong verbal communication.
- Extremely organized
- User interface understanding
- Troubleshooting network concerns.
- Assisting users in person and remotely with hardware-related concerns.
- Utilizing technical training to resolve concerns related to software functionality.
- Providing phone and online support to users.
- Working in a team-oriented environment.

- Implementing documentation protocols into departmental operations.
- Supporting audio-visual interface with computer workstations and telecommunications technologies.
- Interpersonal and well-written communication.

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## TECHNICAL SKILLS

- Exceptional understanding of computer hardware, operating systems and applications.
- Quick and accurate diagnosis of network problems
- Terrific knowledge of application and update rollouts.
- Expert in windows server 2008, 2012, 2016, 2019 setup and administration.
- Understanding of Microsoft 365 setup, rollout and use.
- Knowledgeable in cloud platforms like Microsoft azure, Amazon web services, in migration setup and rollout.
- Expert in penetration testing, and cyber-attacks identity and mitigation.
- Expert and proficient in use of networking monitoring tools as SolarWinds and PRTG
- Exceptional and vast understanding of modern penetration testing tools such as offensive's security kali Linux, Nmap, metasploit and Wireshark.

## SOFTWARE DEVELOPMENT SKILLS.

**Languages:** Python, JAVA, C, C++, R programming, JavaScript

**Frameworks / Libraries:** Numpy, Pandas, Scipy, Sci-kit Learn, Keras, Pytorch, Tensorflow, Kafka, OpenCV, PySpark, Hadoop

**Web Tech/Database/Tools:** HTML, CSS, React, NodeJS, D3.js, AngularJS, JQuery, MySQL, PostgreSQL, Mongo DB, Docker, Git, AWS, GCP, Laravel.

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## PROFESSIONAL ACCOMPLISHMENTS

**DEC 2016 (System Development):** As the project lead we developed and upgraded the company Systems together with the development team and made it more easily accessible and usability to the company's staff and the whole team from payroll, Documentation to Operations of the Company.

Links to site: **Payroll:** [hatarisecurity.co.ke/pay/admin](https://hatarisecurity.co.ke/pay/admin)  
**Documentation:** [hatarisecurity.co.ke/pay/doc](https://hatarisecurity.co.ke/pay/doc)  
**Operations:** [hatarisecurity.co.ke/pay/op](https://hatarisecurity.co.ke/pay/op)

**MAY 2017 (BACKUP/RECOVERY):** - Together with compfix Kenya limited we implemented and introduced Databank which is cloud based backup and recovery solution that provides with offsite backup services through a secure internet connection, this actually ensured data security was guaranteed through data encryption, and fast availability in case of data loss or security breach, Managed data backups and disaster recovery operations for 35 workstations in the company.

**JUNE/JULY 2018 (WEBSITE DEVELOPMENT Hatari Security):** Developed the company website using html, CSS and JavaScript for frontend and NodeJS and php for backend development for database management link: [hatarisecurity.co.ke](http://hatarisecurity.co.ke)

**August 2019 (NETWORKING):** Did an overhaul of the organizations Local Area Network Infrastructure LAN, through new cabling input, this improved connectivity and stability immersively, reducing downtimes, network latency and packet loss by 75% within the first six months.

**April 2020 (VPN):** Developed a framework (work from home policy), That revolutionized how the company carry out its functions, company operations were fully digitized to enable staff work from home, by creating virtual private Networks (vpn) secure connection for staff to enable them work from home, thus adoption of the digital space.

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## **WORK HISTORY**

**Hatari Security Guards Limited**, Westlands Nairobi Kenya, IT Administrator, (11/2018)-01/2021

### **Core duties responsibilities and Achievements:**

- Interfaced with high-level client personnel, collecting performance feedback and integrating positive and negative evaluations into future IT policies.
- Directed budgeting studies on current and proposed IT spending plans, determining maximally impactful business enhancements and minimizing wasteful spending thereafter cutting cost to almost 65% on the first financial year
- Created remote service interaction scenario manuals through remote access, introduced use of team viewer into the organization thus defining appropriate triage and response policies for common ticket types
- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations, results to faster work rate and timely completion of projects within the set time limits.

- Designed staffing plans for newly opened branches countrywide locations, organizing hiring and training scenarios to verify availability of all necessary competencies at each facility.
- Reviewed deficiencies based on internal audits and suggested remedies.
- Performed system maintenance and upgrades, including patches, service packs, hot fixes and new security configurations.
- Rewrote and updated group policy with new domain move and domain level raise(hatarisecurity domain was upgraded to a more secure host this ensured high level security moved to cloudflare.com )
- Monitored stability of network and wireless services to deliver comprehensive stability through using modern network monitoring software like solar winds, which I introduced in the company.
- Verified continuity of computer and telephone system services for users through technical expertise, assistance and project coordination.
- Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
- Managed data backups and disaster recovery operations for 35 workstations in the company.
- Optimized network operations by monitoring, troubleshooting and enforcing Department of Defense (DOD) security compliance.
- Identified issues and implemented troubleshooting techniques to alleviate downtime and system failure.
- Planned, implemented and maintained wireless network strategy and operation.
- Researched and recommended network products, services, protocols and standards for network development.
- Maintained network hardware and software and monitored network to support network availability to end users.
- Configured, monitored and maintained email applications and virus protection software.
- Configured networks for smooth, reliable operation to meet business processes and objectives.
- Provided all required network documentation to inform management.
- Managed and maintained stability of all network and wireless services throughout enterprise.
- Increased knowledge base for help desk staff by authoring documentation for system configuration and troubleshooting.
- Technically supported project-planning team for development and implementation of proposals and solutions to address hardware and software problems and network emergencies.
- Troubleshot failed drives, warnings and unscheduled reboots.
- Provided planning for annual budgets to fund IT projects and controlled spending within budget.
- Oversaw patch testing and deployment, script network software pushes and uninstalls.

- Performed necessary maintenance to support network availability.
- Managed windows domain move and raised domain level.
- Installed patches and performed backups, system builds and image updates.
- Performed day-to-day LAN and WAN administration, maintenance and support.
- Constructed and maintained Virtual Local Area Network (VLAN).
- Assigned application access, security roles and permissions.
- Logged, resolved and escalated on-site and off-site issues.
- Reviewed network settings and made immediate updates, which improved overall security measures.
- Installed, maintained and supported all network and voice-related hardware, software and communication links for design.
- Provided on-call support for network engineering duties.
- Diagnosed and resolved hardware, software and network problems and replaced defective components.
- Collaborated with network administrator in moving private folders to new exchange servers, including off-site secondary locations, accomplished this through migration of company data and profile to Microsoft azure (cloud-based platform) enabled staff to access company data anywhere they are through the internet thus eliminating onboard access through company's LAN network.

**Hatari Security Guards Limited**, Westlands, Nairobi Kenya, IT Technical Support Representative, (11/2016)-(11/2018)

**Core duties, responsibilities, And Achievements:**

- Configured hardware, devices and software to set up workstations for employees, set up new 20 workstations for Nakuru and Nyeri Branch.
- Devised solutions to operations issues related to pay roll system, working closely via phone, email, live chat and web teleconference, enabled the payroll department to use the new integrated hatarisecurity system for payroll, and other payments for the company thus improved security, Accuracy and efficiency in payment of salaries.  
Links for payroll: [hatarisecurity.co.ke/pay/admin](http://hatarisecurity.co.ke/pay/admin)
- Provided Tier 1 IT support to non-technical internal users through desk side support.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Resolved system, hardware and telephone issues within limited hours, improving efficiency among all departments.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

- Performed tests of functionality, security and performance of different workstations and devices, this was achieved using different software's like SolarWinds, PRTG, Offensive Kali Linux for penetration Testing.
- Uploaded new software rolled out updates and applied patches to windows Sql servers upon release to thwart threats from penetrating networks
- Helped streamline repair processes and update procedures for support action consistency.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Activated accounts for clients interested in new services.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks using the help desk feature.
- Conducted in-depth product and issue resolution research to address customer concerns.
- Identified and solved technical issues using variety of diagnostic tools and tactics.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Patched software and installed new versions to eliminate security problems and protect data.

## **EDUCATION:**

**MAY 2013-DEC 2014: Diploma in Information Technology.**

Mount Kenya University. (MKU).

**2010-2012: Diploma in software Engineering**

Zetech University.

**2005-2008 –Kenya certificate of Secondary Education (KCSE)**

**Kisii High School.**

## **PROFESSIONAL CERTIFICATIONS:**

- SEP 2019: Cisco certified Network Associate (CCNA)
- JAN 2020: Big Data Foundations(IBM)
- JAN 2020: Block chain (IBM)
- OCT 2020: CompTIA A+
- OCT 2020: Certified information Systems Security Professional (CISSP)
- NOV 2020: Amazon web services (AWS) Cloud.
- NOV 2020: Fortinet web cloud WAF as a Service.
- JAN 2022: Software Engineering (Full stack) Holberton school(USA silicon valley), ongoing

**REFEREES:**

**1. JERRY KATHINGO.**

**GENERAL MANAGER**

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