Wilson Muroki
Curriculum Vitae

AREAS OF EXPERTISE

IT Security

Systems Auditing

IT Management

Systems Integration

Network Administration

Business Analysis

PROFESSIONAL

CCNA

CEH

CISSP - ongoing

MEMBERSHIP
KCSFA – Kenya Cybersecurity and Forensics Association

PERSONAL SKILLS
Decision Making

People Skills

Leadership Skills

PERSONAL DETAILS
Wilson Muroki

Tel: 0721991098

Email: wnmuroki@gmail.com
DOB: 20/05/1982
Driving License: Yes
Nationality: Kenyan

PERSONAL SUMMARY

A multi-skilled IT Specialist with good all-round supervisory and technical expertise. Very capable, with a proven ability to ensure the smooth running of ICT environments and to provide services that will improve the efficiency and performance of an organization. I possess extensive practical knowledge of complex system builds, hardware and software testing, network support, technical support and computer repairs. Passionate about security and safe guarding organizations against cyber security crimes.

Looking for a new and challenging position, one that will make the best use of my existing skills & experiences and further my personal development.

WORK EXPERIENCE

Global E-Schools and Communities Initiative
ICT Support Officer, May 2019 – To Date

Responsible for maintaining and securing GESCI's ICT infrastructure, troubleshooting and diagnosing faulty and malfunctioning equipment and software and implementing GESCI policies.

Duties:
- Providing regular and dependable IT troubleshooting service to the IT systems.
- Managing and updating GESCI's portals and websites.
- Providing network support and ensuring servers, routers and firewalls are well maintained and updated.
- Collaborating with key staff members on designing and populating education platforms for teachers and schools.
- Coordinating with vendors and suppliers on repair and maintenance of GESCI equipment and laptops for the ADSI project.

MyISP Limited – Nairobi
Service Delivery Manager, July 2016 – April 2019

Responsible for overseeing the delivery of services and service technology to the company's clients. Establishing policies designed to ensure consistently high service performance, monitor employees and evaluates client feedback to develop quality improvement processes.

Duties:
- Attend client service review and pre-sales meetings covering performance, service improvements quality and processes.
- Management of customer service team and responsible for career development and appraisals.
- Ensure systems, process and methodologies as specified and followed to ensure effective monitoring control and support of service delivery
- Attend service review meetings; areas covered will include performance reports and service improvements

- Responsible for service delivery team shaping, building development, management and motivation.
- Responsible for managing the quality of deliverables for service and products ensuring that ICT standards are applied
- Responsible for ensuring all ICT KPI's are met.
- Planning facilitated sessions for any aspects of Service Delivery including incident review, problem resolution.
- Responsible for presenting Service Delivery reports to the Directors.

Zote Telkom Limited - Nairobi
Technical Manager, January 2012 – June 2016

Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advice. Maintaining desktop applications, Local Area Networks, Wide Area Network, IT security and telecommunications

Duties:
- Managing the administrative & technical staff.
- Strengthening the IT infrastructure through implementing new technologies.
- Performing routine audits of systems and software.
- Manage the IT budgets and expenditure on hardware and software.
- Recommending and implementing improvements and efficiencies.
- Reporting to the Chief Executive and The Board.
- Evaluating, testing, advising, training and supporting I.T. related projects.
- Procurement of IT hardware, software and maintenance products & services.
- Responsible for the recruitment and training of new staff.
- Writing documentation for ICT procedures, security and disaster recovery.
- Maintaining documentation of changes regarding users, functions & systems.
- Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.

Net at Home Limited - Nairobi
Technical Manager, September 2009 – December 2011

Responsible for hands-on day to day IT requirements of the company such as user management, trouble shooting, help and advice. Maintaining desktop applications, Local Area Networks, Wide Area Network, IT security and telecommunications

Duties:
- Manage technical resources within budget.
- Manage the IT department staff
- Easily recognize deficiencies and implement effective solutions.
- Ensuring technical department SLA's and targets are met.
- Promote cohesion and team work within the department to achieve set goals.
- Preparing and presenting technical reports to the General Manager.
- Installation of client CPE and commissioning of the internet links.

Net at Home Limited - Nairobi
SUPPORT TECHNICIAN, May 2006 – October 2009

Responsible for installation of internet services and offering support to the users. Logging and following up on calls made and preparing weekly and monthly technical reports.

Duties:
- Responding to emails and calls made to the support department.
- Identifying and resolving client issues and conducting site visits where necessary.
- Prioritizing and managing open tickets.
- Excellent ability to explain technical issues to non-technical users.
- Building rapport with clients and service providers to ensure shorter turnaround time.
- Installation of client CPE and commissioning of the internet links.

Access Cyber USIU - Nairobi
CYBER CAFÉ MANAGER, September 2004 – April 2006

Responsible for managing the cyber café and all, day to day running of the business and attending to clients' issues. Computer maintenance and coordination with various suppliers for products supplied to the business.

Duties:
- Assist customers when they have questions or issues with computer software such as Microsoft word, Adobe and all other software being used in the cyber café.
- Provide services such as typesetting, printing and all other services provided in the cyber café.
- Carried out computer maintenance and software installation.
- Monitored bandwidth utilization and service outages which were to be communicated to the service provider.
- Kept financial records of all transactions and banking of the money daily.
- Maintain cleanliness and orderliness of the place especially because of dealing with students.
- Responsible for offering internship to the university students and training them.
- Sale of snacks and drinks to the patrons in the cyber café.

KEY SKILLS AND COMPETENCIES

Extensive knowledge of:
- Wired and wireless networks,
- Management of technical staff.
- Client relations.

Security
- Network security and monitoring.
- Windows systems security auditing.
- Penetration testing.

ACADEMIC QUALIFICATIONS
Jan 2013 – Dec 2016
BSc Information Systems Technology – USIU
Concentration – Forensics and Cybercrime

REFERENCES
Paul Mwiu – Network Operations Manager
paul.mwiu@myisp.co.ke, 0723 929 287

Martin Kivuva – General Manager, Space Engineering
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Kris Senanu – Director, Blackrock Capital
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