

VINCENT WANJHIA THUO

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PROFESSIONAL SUMMARY

Results-driven IT professional with extensive experience in network operations, system administration, and cloud computing. Currently serving as an IT Officer in the Enterprise Network Operations Centre, specializing in deploying, configuring, and optimizing infrastructure and application performance monitoring solutions across diverse environments (on-premises, cloud, hybrid). Skilled in technical design, cloud-based solutions development, and incident management, ensuring operational continuity and service reliability. Committed to leveraging analytical skills, programming knowledge, and a customer-centric approach to drive excellence in dynamic IT environments.

SKILLS

- **Infrastructure & Cloud Monitoring:** Proficient in tools like Dynatrace, Nagios, Zabbix, Grafana, Prometheus, and SCOM for hybrid IT environments.
- **Cloud Computing & Technical Design:** Expertise in deploying performance monitoring solutions for cloud platforms (AWS, Azure).
- **Technical Solutions Development:** Designed and implemented technical specifications and custom dashboards to monitor KPIs, optimize system performance, and enhance decision-making processes.
- **Programming & Automation:** Experience in scripting (Python, Bash) to automate monitoring processes and resolve performance bottlenecks proactively.
- **Performance Analysis:** Proficient in analyzing infrastructure and application metrics to identify trends, diagnose issues, and ensure service reliability.
- **Data Analytics:** Strong background in leveraging Excel and Power BI tools to inform operational improvements.
- **Soft Skills:** Adaptability, teamwork, innovation, written and verbal communication, and customer service orientation.

WORK HISTORY

Diamond Trust Bank Kenya – IT Officer, Enterprise Network Operations Centre

April 2024 – Current

- Deployed and configured infrastructure and application performance monitoring solutions (on-premises, cloud, hybrid) to ensure seamless operations.
- Designed and implemented technical design documents for custom dashboards, visualizing KPIs and trends for technical and non-technical stakeholders.
- Proactively identified and resolved service disruptions by analyzing performance metrics and trends, and improving system availability.

- Collaborated with internal teams to develop comprehensive monitoring strategies tailored to organizational needs.
- Automated repetitive tasks using Python scripts, reducing manual intervention in routine monitoring and incident management.

NCBA Group – *Intern, Network Operations Centre*
August 2023 – March 2024

- Monitored alerts and events across diverse systems using advanced tools, ensuring operational continuity and swift resolution of incidents.
- Prioritized and escalated critical incidents based on severity, coordinating with other teams to meet service-level agreements (SLAs).
- Maintained accurate documentation of incidents and generated performance reports to inform continuous improvement strategies.
- Optimized monitoring tools, enhancing detection capabilities and reducing response times.
- Communicated effectively with stakeholders, ensuring transparency and high satisfaction levels throughout incident resolution.

Infoview Limited – *Attachment, System Administrator*
February 2021 – April 2021

- Provided technical support to end-users, troubleshooting hardware, software, and connectivity issues.
- Configured and maintained five servers and three network devices, resolving connectivity problems for over 50 users across the organization.
- Assisted in implementing and documenting security policies and procedures, ensuring system integrity and data protection.
- Monitored system performance and availability, conducting routine checks to identify and address potential bottlenecks.
- Documented system configurations and generated reports on system performance to aid management decisions.

EDUCATION

- **Jomo Kenyatta University of Agriculture and Technology** - September 2016 – December 2021
 BSc. Telecommunication and Information Engineering
- **Cybershujaa (Bootcamp)**
 Cloud and Network Security Track

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) – CCNA 2
- AWS Certified Cloud Practitioner
- ITIL 4 Foundation