

Doreen Nkirote Koome
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Github : <https://github.com/whitehat254>
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Profile

Fast growing IT Support Engineer with hands-on experience Routing & Switching, Database Management, Hardware and Software Installation and maintenance. Skilled in computer networks troubleshooting and Linux system troubleshooting. Quick to step up, take on responsibility and ownership of issues, and resolve problems. A supportive team player who enjoys a challenging, fast-paced environment.

Technical Skills

- Git, Git workflow and GitHub
- Ansible intermediate level.
- AWS Services.
- DNS and AWS DNS (route53)
- Intermediate computer networking skills. Understanding of Cisco routing protocols and AWS networking skills.
- Python fundamentals
- Bash scripting
- Linux Sysops.

Industry Certifications & Accreditations

- Scrum Fundamentals
- Cisco IT Essentials.
- AWS Certified Cloud Practitioner
- AWS Certified Solutions Architect Associate(in progress).
- Linux Essentials.
- Introduction to cybersecurity.
- Certificate of attendance AWS Summit (virtual summit).
- Certificate of attendance AWS Africa Region Virtual day.
- Ansible basics course
- Git and GitHub training course

Professional Experience

Remote Cyber Security Internship- December 2019-

Current [Mosse Cybersecurity Institute]

- Perform Network Vulnerability Scans.
- Exploit vulnerabilities with Metasploit.
- Identify and exploit web application vulnerabilities without tools.
- Write Custom offensive security tools to aid red teaming operators.

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- Assess the security settings of windows machines and harden them.
- Hunt for malware using YARA.
- Hunt for threat actors windows network using python.
- Defend web applications against common vulnerabilities

Customer Care Experience Executive, November 2017-

Safaricom PLC

- To manage and resolve customer complaints
- To identify and escalate priority issues and where necessary, follow up customer concerns
- To document all customer interaction information according to standard operating procedures
- To ensure accurate and timely filing of all presented customer documentation.
- To maintain and improve quality results by adhering to standards and guidelines

Network Engineer Intern, Feb. 2016 – Nov. 2016:

United Nations Office at Nairobi (UNON)

- Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards through supervision.
- Maximizes network performance by monitoring performance; troubleshooting network.
- Secures network system by establishing and enforcing policies; defining and monitoring access.
- Configured Hp server ILO esxi6.
- Support senior wireless network engineer in researching, planning and implementing wireless network security protocols and technologies.
- Identify technical problems and debug hardware and software related to LANs/WANs i.e. backbone links, hosts and routers on the UNON network.
- Troubleshoot, evaluate, track and manage network problems and recommend the best solutions while escalating to higher tiers.
- Install and monitor performance of wired and wireless networks to maximize operations.
- Troubleshooting and maintenance of ruckus and cisco access points.
- Patching network cables and fiber optics.
- Providing level 1 support for network team.

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Information Technology Support, Sep. 2015 – Jan. 2016:

United Nations Office at Nairobi (UNON)

Division of Conference Services

- Diagnosed and resolved first line ICT incidents reported by the user community at DCS by providing remote or onsite ICT user support to troubleshoot the issues.
- Responding within agreed time limits to call-outs.
- Providing support, including procedural documentation and relevant reports.
- Led the team of WAE's and new interns to implement desktop policy and IT support.
- Responsible for diagnosing and resolving hardware, software as well as all users' problems.
- Had the task to install, configure PC, desktop hardware/software/peripherals and deliver to the clients.
- Did set up of all conference meetings and assisted delegates with IT issues as well as attending to all booth activities.
- Received call logs and service request from DCS clients and offered support according to the problems, while maintaining and updating the ITU work order tracking system.
- Configured and installed IBM lotus notes on all operating systems.
- Provided solutions to Microsoft office applications and special tools for the translation in all language translation units.
- Participate in the configuration of video conferencing equipment and sessions.

ICT Junior Leader, Sep. 2012 – Dec. 2014:

Kenya Methodist University

Computer Science Department

- Development of documentation and troubleshooting procedures for student helpdesk.
- Supporting the roll-out of new applications.
- Installing and configuring computer hardware operating systems and applications.
- Setting up new user's accounts and profiles and dealing with password issues.
- Handled responsibilities of regular maintenance of wireless network systems like periodic system testing and software upgrades.
- Perform the tasks of developing and maintaining procedures for backup and recovery, virus scanning and access control.
- Monitoring and maintaining computer systems and networks.

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- Configuring of windows server, Linux in a virtual environment using VMware, Hyper-V, Parallel
- Replacing parts as required.

BSc Computer Information Systems (2012-2015) – Kenya Methodist University, Kenya.

Kenyan University a leading Higher Education Institute.

During studies:

- I developed a great love for computer networking and cloud computing.
- Learned various programming languages HTML, Bash, C, C++ etc.
- Learned various Software Engineering and Web Development concepts.
 - My final project was about Jubilee laptop Initiative- mobile application(android).

Other skills

- Microsoft Word and Excel.
- Fluent English (written and spoken).
- Emotional intelligence.
- Customer Service.
- Being able to work under pressure
- Networking and negotiation skills.
- Self-drive.

References available upon request