

WILBERFORCE OCHIENG WANJIRA
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SKILLS AND QUALIFICATIONS

CCIE Routing & Switching Certified - #50688
CCDE Written
Network Design, Planning and Maintenance
Interconnection, Peering and BGP Policy
CISCO, Huawei, Junos

High-Availability Network, 4-5 9's (99.999%)
Leadership Experience (Mentor & "Senior" Roles)
Detail-Oriented & Strong Communication Skills
Cisco and Huawei skills/experience in large ISP
Network Programmability

AWARDS AND ACHIEVEMENTS

- Benefit Everyone Award, Cisco Systems, October 2017, December 2017
- Innovate Everywhere Award x 3, Cisco Systems, January – June 2017
- Benefit Everyone Award, Cisco Systems, December 2016
- Above and Beyond, Cisco Systems, November 2016
- X (eXceptional) grade for 2016 (PIGEX), Safaricom, May 2016
- Safaricom Way Hero – Speed and Simplicity – Safaricom CEO, Bob Collymore, February 2016
- Vodafone Customer Experience Hero – Vodafone CEO, Vittorio Colao, February 2016
- CCIE Routing and Switching Certified - #50688, October 2015
- Head of Technology Enterprise Services Commendation (HOTESCO) Award, Performance Award for GES Deployment, Safaricom, July 2015
- Safaricom EBU Champions Award - Outstanding Performance (Engineering), June 2015
- X (eXceptional) grade for 2015 (PIGEX), Safaricom, May 2015
- Heko Technology Award - Best Operational Excellence Award (Individual), Safaricom - Director of Technology, January 2015
- Safaricom Way Hero – Final Nominee, Safaricom, October 2014
- Safaricom Share Grant Award for Exceptional performance, September 2014
- E (Excellent) grade for 2014 (PIGEX), Safaricom, March 2014
- Appointed as a Network Solution Expert; Routing and Switching "Ask the Expert (ATE)", Tech Mahindra, June 2013
- Pat on the Back Award and Associate of the Month Award, Tech Mahindra, April & May 2013
- Associate of the Month Award – MEAI region, Tech Mahindra, May 2013
- Awarded to the Best Performing Partners for efficiency in Access Network (WIMAX and BESPOKE) roll-out and support. Customer Delight Index (92%), Safaricom, July 2012

PROFESSIONAL EXPERIENCE

Cisco Systems
Global Systems Engineer

(06/2016 – Present)

Building Networks of Tomorrow
Systems Engineer supporting United Nations across Africa

Safaricom - Nairobi, Kenya**(03/2015 – 6/2016)****Principal Engineer - Integration & Testing;**

Provide the highest level of technical escalation on difficult and complex cases where customer satisfaction is at risk. Working on critical or stalled network projects and creating new solutions that positively impact products and customer delivery solutions. Designed and deployed the Global Entrepreneurship Summit (GES), 2015 Network Infrastructure and responsible for the Network availability. Principal Architect and technical lead on the SIP over MPLS project; A SIP delivery method to mitigate the frequent hacking challenge faced with SIP over Internet deployment model. Interim Senior Manager Role in charge of two teams; Service Integration and Network Core Provisioning team.

Safaricom - Nairobi, Kenya**(09/2013 – 2/2015)****Senior Engineer -Integration & Testing;**

Working with all types and 'layers' of devices; backbone, access and edge. Cisco ASR9K, Cisco ASR1K, Cisco Catalyst Switches, Huawei ATN, Huawei MXU, Huawei AR1200, Huawei S3300 and custom CPE platforms. Engineer and maintain Safaricom Fiber FTTx, enterprise MPLS and Internet backbone. Documenting network topologies in various tools e.g. Visio. Helped Build, Deploy and Manage a VRF-Aware Service Infrastructure (VASI). Helped Build, Deploy and Manage a VRF-Aware GETVPN Infrastructure. Re-designed Safaricom's FTTx Access Network by introducing a method applied to the Huawei AR apparatus to perform layer 2 inter-working within a layer 3 environment; this led to significant reduction of IP address allocation on a service circuit and simplified service delivery on the FTTx platform. Protocols directly involved in supporting: IPv4, IPv6, BGP, GETVPN, MPLS/LSP/RSVP, OSPF, EIGRP, IGMP, SSM/Multicast, SIP, DHCP, DNS, GPON, SNMP, Syslog and more.

Substitute team lead (Vice Team Lead) where I was required to assign tasks within the team, supervise, offer an escalation point and provide regular reports to management.

Tech Mahindra, Africa**(02/2013 – 8/2013)****Consulting Network Engineer; Kenol Kobil**

Provided technical consultancy for MPLS and IPsec based VPNs. Delivered technical presentations at Executive Briefings. Responsible for the service availability of the Kenol Kobil IP network; MPLS, Internet and VOIP. Worked on multiple initiatives in the WAN and internet planning to meet corporate IT needs i.e. Upgrades and Service Change. Specialist in Design, Deployment and Integration of Cisco Routers, Firewalls, VPN, IPsec, IDS, AAA, QOS, High Availability and VOIP.

Eastra Solutions Limited – Nairobi, Kenya**(03/2012 – 1/2013)****Principal Network Engineer**

Reviewed, coordinated and implemented major scheduled maintenance projects. Also responsible for troubleshooting and repair of all router & routing events, including high-profile, advanced and escalated issues. Led various projects from configuration audit and standardization to national hardware upgrades / replacements and deploying new technologies. Authored, reviewed and presented technical documentations and trainings. Coordinated with peers, customers and vendors to complete projects or troubleshoot network events. Worked closely with vendors on complex issues and maintenance. Resolved network faults under stressful conditions and within SLA period. Maintained network availability to ensure 99.999% operational uptime.

Iconet Solutions Limited – Nairobi, Kenya
Network Engineer

(01/2009 – 2/2012)

Designed and implemented customized end to end network solutions for customers. Configured Routers, Switches, Firewalls and PABX Systems. Carried out function and performance tests on deployed networks to ensure optimum service quality before project handover. Configuration of multi-homed back-up solutions for High Availability. On-site visits to resolve physical faults. Communicate with local markets, upstream provider or vendors as applicable. Worked with network equipment from many vendors, including Cisco, Huawei, Mikrotik, Alvarion, Allot, Orion, Radwin and others. Complete scheduled maintenance and support activities.

PROJECTS

<https://www.linkedin.com/in/wilberwanjira>

TEACHING

Towernet Computers – Kisumu, Kenya
Instructor
Basic Computer Skills

(01/2008 – 12/2008)

Teaching Assistant
Introduction to Visual Basic and C++

EDUCATION AND CERTIFICATIONS

CCIE Routing and Switching - #50688
CCDE Written
CCNP Routing and Switching # CSCO12197306
CCNA # CSCO12197306
CCNA Voice # CSCO12197306
ITILv3 - Foundation
ITIL Intermediate – SOA
Cisco Express Foundation for System Engineer

JNCIA – Junos #JPR00252310
Express Foundation Field Engineer Representative
Express Collaboration Systems Engineer Rep.
IPv6 Forum Certified Engineer - Gold
Certified Fiber Optic Technician
Certified Alvarion Installation Technician

- Bachelor of Science in Informatics, University of South Africa, In Progress
- Higher Diploma in Information Technology, Sigotop Career Development College, June 2010
- Diploma in Information Technology, Sigotop Career Development College, August 2008
- Foundation Diploma in Information Technology, Sigotop Career Development College, October 2007
- Kenya Certificate of Secondary Education, Cardinal Otunga High School, Kisii, 2006

| Updated on January, 2018 |

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