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Summary

A results-driven IT professional with 2+ years of experience and a robust academic foundation in Telecommunications and Information Technology, complemented by extensive experience in network administration, cybersecurity, and cloud computing. Holds multiple industry certifications, including AWS Cloud Practitioner, HCIP-Security, HCIA-Security, HCIA-Datacom, and Microsoft Azure Fundamentals. Proven expertise in managing and optimizing hybrid IT infrastructures, with a strong focus on network automation, technical support, and incident resolution. Adept at implementing innovative technology solutions to enhance operational efficiency while delivering exceptional service to internal and external stakeholders.

Career Objective

To apply my technical expertise in telecommunications and information technology to drive innovation, optimize operational performance, and support strategic growth in a dynamic, forward-thinking organization. Dedicated to advancing societal progress by integrating emerging technologies and community-focused initiatives.

Skills and Experience

- Fixed network support (GPON)
- Advanced knowledge in IP addressing (IPv4, IPv6)
- GPON network implementation (FTTH)
- Junior level experience with AWS services (EC2, S3, RDS, VPC)
- Network simulation tools (ENSP, Cisco Packet Tracer, GNS3)
- Fiber optics expertise (splicing, fusion, OTDR)
- Strong understanding of Network Security Architecture
- Configuration of network devices, Python scripting, and automation
- Network and Routing protocols (HTTPS, DNS, TCP/IP, FTP, OSPF, IS-IS, BGP)
- Excellent communication and customer support skills
- Attention to detail and the ability to maintain accurate documentation
- Ability to work under minimal supervision
- Strong problem-solving and analytical abilities
- Collaboration and teamwork.

Professional Experience

Technical Support Engineer 06/2024 – Present

Ahadi Corporation, Nairobi, Kenya

Roles and Responsibilities

- Scheduled and executed system upgrades, software patches, and firmware updates in a controlled manner to minimize disruptions.
- Developed and implemented scripts to automate repetitive tasks, including network configuration, monitoring, and troubleshooting.
- Provided first-line and second-line comprehensive technical support to internal teams and external stakeholders, ensuring prompt and effective issue resolution.
- Creation, assigning, and timely closure of trouble tickets for network faults detected within the SLA.
- Implemented and enforced security best practices to protect customer data and company infrastructure.
- Maintained regular system backups and disaster recovery procedures.
- Diagnosed and resolved hardware, software, and network-related issues, ensuring minimum downtime.
- Analyzed system logs and event notifications to identify and resolve potential issues before they affect users.
- Utilized network monitoring tools like Grafana and InfluxDB to identify and address potential issues, maintaining uninterrupted services.
- Collaborate with cross-functional teams (NeMOps, DevOps, and Customer Support) to escalate and resolve complex cases.

Achievements

- Scheduled upgrades, which decreased network downtime by 30%, enhancing reliability.
- Implemented network automation, reduced workload by 40%, and improved efficiency.
- Resolved over 300 technical issues monthly, maintaining a 95% user satisfaction rate.

Network Maintenance Engineer 02/2024 – 05/2024

Ahadi Corporation, Nairobi, Kenya

Roles and Responsibilities

- Performed routine maintenance and troubleshooting of network systems to ensure optimal performance.
- Implemented network security measures to protect infrastructure from potential threats.
- Assisted in the deployment and upkeep of GPON routers, SC connectors, and fiber optic cabling infrastructure.

Achievements

- Successfully maintained network uptime through proactive monitoring and maintenance.
- Enhanced infrastructure security through implementation of protective measures.

IT Support Specialist 01/2022 – 12/2023

Software Kenya, Various Locations in Kenya

Roles and Responsibilities

- Installed and configured various software applications, including POS systems, CRM, ERP, and financial accounting software.
- Trained users on software applications to ensure proper utilization and efficiency.
- Managed data entry, networking, and customized MySQL database configurations to meet specific customer needs.

Achievements

- Successfully deployed software solutions across multiple client locations.
- Improved user efficiency through comprehensive training programs.

Information Technology Intern 01/2023 – 04/2023

Department of Energy and Electrification, Machakos County

Roles and Responsibilities

- Configured routers, switches, and other network devices to enhance departmental operations.
- Worked with senior engineers to implement security measures and optimize network performance.
- Monitored and resolved network performance issues in a Windows-based environment.

Achievements

- Enhanced departmental network infrastructure through device configuration and optimization.
- Gained valuable experience in network security implementation.

Education

Machakos University (September 2019 – May 2024)

Bachelor of Science in Telecommunications and Information Technology

Huawei ICT Academy - Machakos University (January 2023 - March 2024)

Associate's Degree in HCIA-Security, HCIA-Datacom

Ajiraemobilis (September 2023 – December 2023)

Associate's Degree in Cloud Computing

Cyber Shujaa Programme-USIU (May 2025- August 2025)
Associate's Degree in Cloud and Network Security

African Leadership Experience (ALX) - Ongoing
Associate's Degree in AWS Cloud Solutions Architect

Certifications

- AWS Certified Cloud Practitioner – Amazon Web Services
- Cloud and Network Security (Cyber Shujaa Programme -USIU)
- Microsoft Certified: Azure Fundamentals – Microsoft
- HCIA-Security – Huawei ICT Academy
- HCIP-Security – Huawei ICT Academy
- HCIA-Datacom – Huawei ICT Academy
- HCIA-WLAN – Huawei ICT Academy
- Networking Devices and Initial Configuration – Cisco
- Introduction to Cybersecurity – Cisco
- CyberOps Associate - Cisco
- Network Security - Cisco
- NTSA - Driving License

Projects

- Wireless Electronic Notice Board using GSM: Developed a web application hosted on a Raspberry Pi to display images, text, and video information triggered via GSM technology.
- Network Automation: Automated network configuration tasks, significantly reducing manual workload and improving scalability.

Awards and Recognitions

- Certificate of Completion – CyberTalents Introduction to Cybersecurity Bootcamp, Cohort 4 (Awarded on 05/12/2023)
- Certificate of Participation – Oracle Academy Virtual Students Bootcamp Kenya 2022 (Awarded on 18/11/2022)
- Certificate of Recognition – Enumerator in the 2019 National Population and Housing Census (Awarded on 20/01/2020)

References

Available upon request