

SUMMARY

A seasoned Information Technology Professional with a comprehensive understanding and hands-on experience in installing, configuring, and maintaining systems. My skill set includes monitoring, documentation, and adhering to industry-standard IT processes. I am also adept at quickly learning and applying new technologies to meet organizational needs and drive continuous improvement. Committed to staying updated with the latest advancements, I thrive on implementing innovative solutions to enhance efficiency and productivity.

EDUCATION

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| 2014 – 2017 | Kenyatta University
Bachelor of Information Technology
Second Class Honours (Upper Division) |
| 2008 – 2010: | Strathmore University
Diploma in Business Information Technology
Merit |

CERTIFICATIONS

- Microsoft® Certified Solutions Expert (MCSE): Cloud Platform and Infrastructure Charter Member
- Microsoft® Certified Solutions Expert (MCSE): Server Infrastructure
- Microsoft® Certified Solutions Associate (MCSA): Windows Server 2012
- Microsoft® Certified Solutions Associate (MCSA): Office 365
- Microsoft® Specialist: Server Virtualization with Windows Server Hyper-V and System Center Specialist
- Microsoft® Certified Professional
- Microsoft® Certified Trainer

SKILLS

Server Administration, Virtualization, Information Technology Infrastructure, Information Security, Microsoft Entra ID, Microsoft Azure, Microsoft 365, Cisco Meraki, Active Directory, Domain Name System (DNS), Technical Support, Troubleshooting, Operating Systems, Network Administration, System Administration, Cloud Computing, Technical Support, Training, File management and data back-up.

PROFESSIONAL EXPERIENCE

April 2021 – Present: Information Technology Specialist

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Duties:

- Supporting the roll out of digital tools and digital literacy.
- Ensuring that the IT systems in use comply to guidelines relating to IT and data security.
- Participating in various knowledge dissemination forums relevant to the tasks.
- Maintenance of PCs, notebooks, printers, digital cameras, scanners and other hardware.
- Maintaining all GIZ Standard and custom software used in the field structure – Office365, WINPACCS, SAP)
- Maintaining the Local Area Network (LAN)
- Monitoring the internet connections in use to guarantee uptime
- Participate in the design and monitoring of existing setup to ensure compliance to GIZ IT and data security regulations.
- Maintenance of user permissions and access to the shared filling system.
- Update antivirus software and relevant operating system updates to secure the working environment.
- Providing helpdesk services to GIZ employees and partners in-person, over the phone and/or via other remote tools.
- Maintaining standard GIZ IT documentation.

Achievements:

- Automation of tasks using Power automate
- Network migration to Cisco Meraki
- ISO/IEC 27001:2022 implementation

March 2019 – March 2021: System Support Specialist

Directline Assurance Company Limited

Duties:

- Installation of computers, servers related peripherals and other hardware for all offices-OS setups, Server setups (database, file servers, print servers, etc.) and Printer setups

Monitoring and Maintenance of server infrastructure.

- Domain servers - User management (adding, unlocking, deleting and rights assignment), DNS management, File Security and access management & Backup
- Mail servers - User management (adding, unlocking and deleting) & Backup)
- Database servers - Backup and replication & User management
- File servers - Rights assignment & Backup

Network Management including IP address management and Physical network troubleshooting and connectivity.

Installation of Directline's main business system modules at all Directline offices; including Finance and related modules for underwriting and sales, Claims and related modules for claims, legal, medical, investigation and intimation. Registry and other modules as they arise. Server and network configurations necessary for DLBMS functionality.

User support as relates to queries arising from the company's main business (core) system entailing error resolution, data updates and verification across branches, user management (adding, unlocking, deleting and role management) report generation as need arises.

Evaluating and monitoring performance and environments of the company's core system and infrastructure companywide by checking links, data agents server status like space and general health as well as ensure that overnight agents are running when needed.

Installation and configuration of all systems that are in use in Directline Assurance including HR systems, Attendance and related systems as well as printer monitoring server software.

Evaluating, monitoring and providing support for all systems to their relevant users by performing user management (adding, unlocking and deleting) and level one troubleshooting for leased hardware.

Achievements: Deployed Virtual Machines on Hyper-V Server 2016 & 2019
Deployed Windows Server 2016 & Windows Server 2019

December 2018 – February 2019: Systems Engineer, Infrastructure
Attain Enterprise Solutions Ltd

Client: Kenya National Highways Authority (KeNHA)

Duties: Installation and configuration of software and hardware
Managing network servers and technology tools
Set up of accounts and workstations
Monitoring performance and maintaining systems according to requirements
Troubleshoot issues and outages
Ensuring security through access controls, backups and firewalls
Upgrade to systems with new releases and models
Developing expertise to train staff on new technologies
Developing and maintaining installation and configuration procedures.
Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities.
Configure / add new services as necessary.
Providing technical support for both hardware and software issues our users encounter
Managing the configuration and operation of client-based computer operating systems
Monitoring the system daily and responding immediately to security or usability concerns
Creating and verifying backups of data
Responding to and resolving help desk requests
Upgrading systems and processes as required for enhanced functionality and security issue resolution
Administering infrastructure, including firewalls, databases, malware protection software and other processes

Achievements: Active Directory migration from windows server 2008 to Windows server 2016
Deployed Virtual Machines on Hyper-V Server 2016
Setup and configured an SQL Failover Cluster

OCTOBER 2013 – NOVEMBER 2018: Field Service Technician
Symphony Technologies Limited

Client: Unilever Kenya Limited

DUTIES: Active Directory management – Identity and access management
Operating system deployment using SCCM Server
Mobile device management (MDM) using AirWatch and Microsoft Intune
Asset and ticket management using BMC Remedy - ensure full understanding and interpretation of details provided by the end user
Deployment of Office365 Apps (SharePoint, OneDrive, Skype for Business and Microsoft Teams) on user devices
Ensure that first level problem resolution is in line with Service Level Agreement (SLA)
Ensuring high CSAT (Customer Satisfaction)
User education on Office365, Mobile Device Management, Operating Systems, device encryption and VPN Connection
Troubleshooting peripheral devices, PC Hardware, Software and network support
Ensure a close liaison with the Global Service Desk (GSC), GEO-IT and other IT support groups.

Achievements: Resolved average 7 (Seven) tickets daily
Upgraded over 200 computers from Windows 7 or Windows 8 to Windows 10
Improved Customer service satisfaction through user education and quality service
Co-ordinated the IT support team (3 Engineers)

FEBRUARY 2010 – SEPTEMBER 2013: Technical Assistant
Institute of Advanced Technology (I.A.T)

DUTIES: Installation of software in end user training classroom computers and staff machines
Maintaining an up-to-date Machine problem and solution log.
Monitoring and regulating internet usage
Keeping inventory for all computer hardware and software.
Setting up, trouble-shooting and fixing software, hardware and Network problems.
Set up, monitoring, maintaining & troubleshooting Server Problems (Windows Server 2003 & 2008).
Support of printers, phones and other networked peripherals

Achievements: Assisted in implementation of desktop virtualization on NComputing
Implemented GFI WebMonitor for Internet usage monitoring

OCTOBER 2008 – JANUARY 2010: Lab Assistant (Computer) - Strathmore University.

DUTIES: Systems hardware and Software Installation.
System Security Configurations
PC Hardware and Software maintenance.
LAN maintenance and Troubleshooting.
Giving technical assistance to users both students and staff by
Troubleshooting computer & network problems.
Assisting users with use of new application systems.
Setting up ICT facilities in meeting rooms

Achievements: 99.99% issues resolved in first call
Successfully assisted test efforts in extremely fast-paced, constantly changing environment

REFERENCES

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