

CURRICULUM VITAE

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PERSONAL DETAILS

DATE OF BIRTH: 16TH MAY 1980
SEX: MALE
CITIZENSHIP: KENYAN
LANGUAGES: ENGLISH, KISWAHILI
MARITAL STATUS: MARRIED
HEIGHT: 5 ft 11 inches

CAREER OBJECTIVE

A position in a result oriented organization that seeks an ambition and career conscious person where acquired skill and education will be utilized toward continued growth and advancement.

PROFILE:

- Highly motivated, dependable troubleshooter and problem solver.
- Customer focused performer who is committed to quality in every task from personal interaction with coworkers and users to high level of service provided to company and customers.
- Valued contributor who performs confidently and effectively under pressure and thrives on challenge.
- Excellent communicator and a good listener.
- Enthusiastic learner who quickly grasps concepts and technical skills.

- Being able to work anytime day or night.

PROFESSIONAL SKILLS

- Mcse
- CCNA
- Scalable network infrastructure Training in Dar es Salaam (Tanzania) in 2011 AFNOG
- Advance routing training in Serrekunda (The Gambia) in 2012 AFNOG
- Critical information infrastructure Protection (CIIP) 2014 Commonwealth Telecommunication Organisation
- DNS security Extension (DNSSec) 2014 Kenic
- Ekinops equipment training end to end 2016
- Building Community Wireless Networks (Internet Society-ISOC)

EDUCATION BACKGROUND

1996-2000

Isibania Boys High School

PROFESSIONAL TRAINING

January 2001-December 2004

Professional Development Studies [PDS]

Bachelor of Business Information Technology (BBIT) on going KEMU

WORKING EXPERIENCE

Sep 2015 to date

Frontier Optical Networks

Solutions architect

- Work with head of Products to design and create products for customers
- Develop and Implement a sales strategy for products
- Set and meet sales target plan
- Develop a monthly target plan
- Reporting on a monthly basis on sales status
- Identify products that can be suitable for clientele
- Responsible for all communication, conflict resolution and compliance on client deliverables and revenue

- Reviews all major deliverables (ie strategic brief, function specs, tech spec, etc.) to ensure quality standards and client expectation are met
- Ensure that client issues are dealt with in an efficient manner, informing the head of products of any problem that may arise
- Owns the contract and contract renewals for new work for existing clients
- Approves change orders and invoices and is responsible for payment collection
- Works closely with the projects team in order to maintain a continuous knowledge of project status in order to identify potential issues or opportunities within or related to the profitable
- Aware and in pursuit of opportunities for account growth and new business, involving the general manager, sales and marketing and other support teams.
- Communicates the clients goals and represent the clients interest to the team
- Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations
- Understand of company capabilities and services, and effectively communicates all offering to the clients.
- Reports to the general manager, sales and marketing, providing regular inputs on all account activity, including status and call report on a weekly basis

May 2011 to June 2015

TESPOK –KIXP

Technical Manager

- Lead the execution of technical strategy for the IXP.
- Build and manage a technical team consisting of KIXP technical staff and peering members
- Oversee research and development, as well as project management in consultation with the management.
- Provide visible leadership for the organization within the technology community.
- Anticipate and react to major technology changes to ensure the maintenance of the IXP's position
- Forward thinking and innovative with the ability to develop and implement new features and services in line with the organizations objectives and in consultation with the management
- Establish technical standards and ensure adherence to them for the organizations operations.
- Ensure appropriate reporting to relevant groups and individuals as required by existing policies.
- Recommending on the procurement of software and hardware for KIXP services
- Assist with the setup and maintenance of Peering and Interconnection services for KIXP members.
- Maintain the KIXP, TESPOK websites and secondary services.
- Analyze and report on the system performance, utilization, growth and projections.

- Act as the technical Liaison for TESPOK/KIXP and its peering members.
- Co-ordinate and facilitate technical training organized TESPOK or in collaboration with partner organization

October 2006 to May 2011

INTERNET SOLUTIONS

Installation engineer

Duties:

- Installing, commissioning and maintaining networks systems to support server based networked systems and Local and international VPNs.
- Designed and Configuring the WAN infrastructure consisting of dedicated Internet connectivity to SA office, Cisco 2600 series router, Cisco 2900xl, Cisco 3500, Switches, PIX firewalls, VPN 3000
- Designed and Configuring the WAN infrastructure, consisting of multiple T1 and T3 lines, Cisco routers, Cisco switches.
- Diagnose and solve Frame relay / T1 lines, CSU/DSU and routers connectivity problems.
- Performance tuning using performance monitor and event viewer to identify and resolve performance bottleneck.
- Protecting Network data, monitoring network performance management and optimization. Filtering users rights according to their need. Implementing Login security, File system. Planning and configuring Remote printing on Netware.
- Configured the critical Network components like Remote Booting, Printing, RAS (Remote Access Services), Replicating, Auditing under heterogeneous environments.
- Optimized performance of the WAN network consisting of Cisco 4500/5500 switches by configuring VLANs.
- Consultant for Security (implementation, administration) on Checkpoint Firewall, Network Management & Security Audits (Sniffer, Cyber cop Scanner and ISS Real Secure).
- Responsible for providing Network diagram using Visio, excel and Word

Support Service Representative

Duties:

- Receiving client's calls and finding solutions at the call center, which operates round the clock.
- Remotely monitoring the Internet connection for clients to ensure that the required speeds and stable Internet connection is maintained.
- Advising clients on available software licensing options and identifying of cost effective solutions.
- Implementing good computer inventory analysis and advising on hardware and software requirements.
- Software and hardware support by ensuring proper configuration of client's machines and random checks on existing installations to ensure utilization of the same by clients.
- Offer solutions for software and hardware related errors and any shortcomings that may be experienced by clients.
- Configuring Windows 2000 as File, Print and WEB servers

TELEMATICS SYSTEMS

December 2003 –October 2006

Assistant Technician

Duties:

- Designing, installing, commissioning and maintaining structured cable network systems to support server based networked systems.
- Implementing network operating system to support client systems and a variety of application software, Electronic messaging systems, and network shared resources and network administrative tools.
- Designing, installing and commissioning a multi- nodal UTP topology's LAN with Fibre cables extending to enterprise WAN via dedicated connection to the

Internet. This has been done in various institutions for instant Kenya National Audit Control (KENAO), United Nations Organizations (UNOCHA RSCO), EPZA Athi River (Fibre optic cable) and Kenya Bankers Association.

- Implementing a system for the provision of Remote Access Services for office network resources.
- Implementing and maintaining Windows XP operating system and applications.
- Remotely monitoring the Internet connection for clients to ensure that the required speeds and stable internet connection is maintained and liaising with the ISP's in case of poor connections or instability.
- Advising clients on available software licensing option and identifying of cost effective solutions.
- Implementing Symantec Antivirus Products and ensuring proper licensing of the same products.
- Implementing good computer inventory analysis and advising on hardware and software requirement.
- Software and hardware support by ensuring proper configuration of user machines and random checks on existing installations to ensure maximum utilization of the same by users. Offer solutions for software and hardware related errors and any shortcomings that may be experienced.
- Servicing of laptops, desktops, printers, and any other IT related equipments.

ACHIEVEMENTS:

Grew KIXP traffic from 300 Mbps to 1 gig plus in less than 8months

Have successfully completed numerous projects involving Cisco routers, WIFI Systems, VSAT, Point to Point wireless on Motorola, wimax and Alvarion radio equipment for Clients such as The Sarova Hotels, His Highness The Agakhan's Residence communication center, Satellite Laboratories for the Agakhan's Hospital University around the country, IPT Solutions for Alexander Forbes.

Actively participated in the Design and implementation of MPLS VPN solutions for Sarova Hotels, Kenya Airways, the Agakhan Hospital University and Standard CFC bank's VPN Cisco systems IPLC network, Cadbury Kenya VPN, kenol kobil, Ernest and Young VPN network, Bayer East Africa among others
Over VSAT and fiber cables between, Nairobi and South Africa and the rest of the world.

Setup of the first ITEX EVENT across four countries Kenya, Uganda, Tanzania and South Africa via VC on MPLS

HOBBIES

- Playing and coaching basketball
- Sharing My IT Knowledge base to the industry

REFERENCE:

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