

Curriculum Vitae - Information Technology

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OBJECTIVE:

Gather wide IT knowledge, accumulate skills and Experience, so to be able to effectively make the difference and improve lives of those who depend upon my work.

SUMMARY:

I have been assembling and leading IT teams for services delivery across various businesses and sectors. Now, over 11 Years of experience as an IT Specialist and Entrepreneur, involved in Business' IT Solutions Design, Implementations, Management and Operations.

Specialties: Research & Development, IT and Business Strategy, Management, Innovation, Leadership and Coaching

IT EXPOSURE

Jan 2010 – Dec 2014; Bachelor of Science, Degree in Business Information Technology
University of Greenwich

WORK EXPERIENCE

June 2015 – To Date,
Head of Technology, Projects & Operations.

HubNet Tanzania, DSM, Tanzania.

- Set and Execute company objectives.
- Work on business development initiatives and sales.
- Lead the Research and Development team; this involved ideation, technology procurement, testing and constant checking for market relevance.
- Introduce new IT Solutions and facilitate training and coaching of Sales and Technical staffs.
- Manage inhouse and external IT projects, both technical and sales projects.
- Review, Development and implementation of IT Strategies for customers.
- ICT Policies formulation, review and implementation for customers.
- Participate in recruitment process, talent/skills developments etc

- Assist and advise customers' management teams with IT Budget Planning and execution.
- Maintain good relationships with partners, vendors and suppliers, this is both for *HubNet* and for its customers.

- Involved in all IT Infrastructure Design (on-premises and cloud) and routine Management.
- Manage Cisco Training Lab and Deliver Practical Training for CCNA and CCNP courses.
- Attend events and exhibition for exposure and learning.
- Organize and coordinate IT operations in ways that ensure maximum productivity and less customer complaints.

Recent Delivered Projects

Client: **Cellulant Tanzania.**

DataCentre Compute & Network Upgrade

-Dell C6220 Chassis Upgrades, 500TB SSD storage Upgrades

-Nodes and VMware Environment Setup

-Cisco Nexus 3000s Upgrade and Configurations.

Client: **Norwegian Church Aid, NCA**

Conduct nation-wide IT assessment for religious institutions. Project aimed at improving digital collaboration between the institutes.

Nov, 2013 – June 2015, **Habari Node Ltd** [ISP], **Arusha Tanzania**

Research and Development Dept / NOC Administrator.

- Managing all monitoring servers and services, on Linux Platform including Bandwidth manager.
- Managing IP PBX server for VoIP, BIND DNS server and Postfix Mail Servers.
- Work on escalated troubleshooting tickets from wireless and support department.
- Plan and schedule maintenance of the core network. to include tweaking for optimization.
- Regular routing management of the network, on OSPF and MPLS pops across Mwanza, Arusha and Moshi.
- Configuration and Administration of Gigabit-Over Passive Optical Network, ie GPON OLT (ingellen manufacturer) with Huawei ONU CPEs.
- Management of the overall backbone network and distribution wireless network

April, 2012 – Oct 2013, **Corporate IT Solutions, CITS.**

Senior Systems and Network Engineer

- Reviewing of company's Product and Services on quarterly basis and advise the management.
- Deployed the virtual IT infrastructure for CITS and for clients, via VMware products. Eg ESXi5.1
- Communicate, assist partnering with top vendors and maintain partnership.
- Deploy and manage the inhouse (open-source) IP Telephony services. Via Asterisk IP PBX
- Manage and Update Company's website on via Joomla platform.
- Writing systems' technical proposals based on clients' problems/needs.
- Providing technical support to clients; Ms Exchange Mailing Systems, Domain Controllers and Network Infrastructure.
- Installation of VOICE + DATA solutions. (PBX,GSM gateways [fusion])
- Work with Thin Client end solutions (for cloud computing environment). Linux/Windows embedded Thin clients.
- Design and Installation of Security systems ie CCTV, Access Control and Intruder Detection Systems.
- Encryption solutions for Enterprise Server Backup systems
- Manage/ Windows Server installations and Enterprise ant-virus solutions [server/client based]
- New installation of Enterprise Asset Management Solutions for clients. Both (Software + Hardware) and training users.

June, 2010 – Feb, 2012, **Cats-Net Limited** (Internet Service Provider)

Network Engineer

- Perform site surveys and provide documentation, design layout for cable installation. Installation and configurations of wireless access points and base stations (WiMax/Redmax).
- Installation and Configuration of routers and switches on customer network for internet services.
- Configuration of Mikrotik Routers to allow authentication for PPPoE users Troubleshooting internet connectivity problems including dial up and mail problems on customer premises.
- Providing technical support for end users.
- Responsible for advanced wireless LAN administration, mesh networks, point-to-point and point-to-multipoint topologies.
- Monitor wireless network performance, throughput, and availability. By using the IpSwitch and WhatsUpGold Server softwares.
- Identify opportunities and solutions for improving efficiencies with emerging technologies, including Cisco routers/switches and wireless systems.

Professional Certifications:

Cisco Certified Network Associate, CCNA – 2010

Cisco Certified InternetWork Professional, CCIP – 2012

Cyberoam Certified Network and Security Professional, CCNSP - 2012

Mikrotik Certified Routing Engineer, MTCRE - 2015

OTHER TRAINING DONE

Certified Information Systems Security Professional, CISSP – 2012

Microsoft Azure Cloud Fundamentals, AZ-900 - 2020

Certified Project Manager, PMP – Bootcamp - 2020

Workshops Attended

IPv6 & International Number Resource Management, Sept 2015

By AfriNic – Serena Hotel, Dar Es Salaam

TECHNICAL SKILLS & TECHNOLOGIES TOUCHED

<u>Virtualization and Servers:</u> Windows and Linux. Hyper-V, VMware, Linux Kernel – KVM and ProxMox	<u>Infrastructure</u> Switching and Routing Monitoring Tools/Software: WhatsUpGold, WUG. PRTG MRTG and Cacti for graphing, RANCID, Fail2Ban, Nagios3, SolarWinds, Comodo iTarian, SpiceWorks for inventory and tickets.	<u>VOIP</u> OpenSource IP Telephony services, Xcally, Asterisk, 3CX / Elastic PBX and Call Centre Solutions, Cisco Call Manager
<u>Cloud Hosting Solutions Services</u> Microsoft Azure Cloud, Cpanel, WHM, , Office365, Google G Suite / Workspaces, Digital Ocean Cloud	<u>IT SECURITY</u> Cyberoam, Sophos, Instagate, Dell SonicWall, Open Source firewalls include PfSense, Untangle and NetGate Kaspersky Endpoint Cloud, Kaspersky Security Centre	STORAGE Solutions: ZyXel 2-Bay Digital Media Server NSA- 320, DELL SonicWall 4080B appliance WD Arkaea Storage Solution HP 4600 Backup Tape Appliance.

ATITUDES:

- Ability to work in team and intercultural societies.
- Excellent oral and written communication skills.
- Languages Known: English and Swahili.

REFEREES:

Mr. John Mburu, (Technical / Projects Manager)

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Nairobi, Kenya.

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Mr. James Sweke, (Managing Director)

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Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief. (Francis C.S)

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