CONTACT INFORMATION

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PERSONAL PROFILE

Motivated and detail-driven Telecommunication and IT professional actively seeking a new role to contribute and grow in. I bring practical experience in fiber optics, network diagnostics, and customer support, with a proven ability to resolve technical issues efficiently—even under pressure. Skilled in the installation, configuration, and maintenance of network systems, I consistently deliver dependable field service. My strong academic background, combined with hands-on industry experience, fuels my passion for continuous learning and professional development in the tech space.

WORK EXPERIENCE

Field Technician

iNet Africa, March 2023 – June 2025

- Conduct network troubleshooting and maintenance for fiber and wireless internet services.
- Install and configure networking equipment such as routers, switches, and access points.
- Perform fiber optic splicing, termination, and testing using OTDR and power meters.
- Troubleshoot and repair fiber cuts, bends, and connection issues.
- Conduct site surveys and recommend network solutions for clients.
- Ensure proper documentation of fiber installations, repairs, and maintenance reports.
- Follow safety protocols and use personal protective equipment (PPE) when working in hazardous environments.

Field Technician Intern

iNet Africa November 2022 – February 2023

- Assisted in troubleshooting and maintaining fiber optic and wireless internet services.
- Helped install and configure networking equipment including routers and switches.
- Supported fiber splicing, termination, and testing using OTDR and power meters.
- Gained hands-on experience in diagnosing and repairing fiber network issues.
- Assisted in site surveys and documentation of network solutions.

IT Intern

Kenafric Industries: September 2021 – December 2021

• Assisted in troubleshooting and maintaining IT infrastructure, including servers and workstations.

• Provided technical support to employees and resolved software and hardware issues.

• Monitored network performance and supported IT security measures.

EDUCATION

2018-2022: Pwani University

BSc in Telecommunication and Information Technology: (Second Class Honors - Upper Division)

2014-2017: Kisayani Secondary School

Kenya Certificate of Secondary Education (KCSE).

Certifications:

First Aid Training and Safety

SKILLS & COMPETENCIES

• **Fiber Optics & Networking:** Experienced in fiber splicing, termination, and troubleshooting, ensuring reliable connectivity and minimal downtime in both fiber and wireless networks.

• **Network Administration:** Solid understanding of IP addressing, subnetting, routing, and switching protocols, with hands-on experience in configuring and managing network devices (routers, switches, access points).

• **Fiber Testing & Diagnostics:** Proficient in using OTDR, power meters, and fusion splicing tools to accurately test and diagnose fiber optic networks, ensuring optimal performance.

• **Server Management:** Hands-on experience with Windows and Linux server environments, performing routine maintenance, updates, and basic administration tasks to ensure system integrity and uptime.

• **Networking Tools:** Skilled in utilizing network diagnostic tools such as Wireshark, Nmap, and SolarWinds to analyze network traffic, detect issues, and optimize performance.

• **Helpdesk & Technical Support:** Strong problem-solving abilities in troubleshooting software and hardware issues, providing technical support, and managing tickets to ensure timely resolutions.

• **Software Proficiency:** Advanced use of Microsoft Office Suite (Excel, Word, PowerPoint) for reporting, presentations, and documentation, alongside familiarity with helpdesk software to track and manage support requests.

• **Communication**: Strong written and verbal communication skills, with the ability to clearly explain technical concepts to non-technical users, document processes, and facilitate team collaboration.

• **Problem-Solving:** Adept at managing multiple tasks in dynamic environments, leveraging analytical skills to identify issues, develop solutions, and ensure the efficient resolution of network and system problems.

• **Safety & Compliance:** Knowledge of OSHA safety standards and best practices for working in hazardous environments, ensuring proper use of PPE and adherence to safety protocols.

PROJECTS & ACHIEVEMENTS

• Successfully resolved complex fiber network issues, minimizing downtime.

• Assisted in configuring and optimizing fiber optic infrastructure for corporate clients.

• Developed troubleshooting guides for common fiber optic issues, improving response time in field operations.

• Alcohol Detector System: Designed and implemented a system to detect alcohol levels, integrating sensors with microcontrollers for real-time monitoring.

Languages

• English (Fluent).

• Swahili (Fluent).

References:

1 Dr. Fanuel Keheze	**2.Mr. James Mwaniki**	**3. Britien Kipgaa**
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