

KENNY KIGATHI MUNGE

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Address: 42 Hampton Park , Bristol, United Kingdom

PROFILE

Skilled IT Support Technician with extensive 2nd and 3rd Line Support experience in troubleshooting, configuring, and maintaining computer systems. Proficient in Hyper-V, Veeam, Microsoft 365, Teams, SharePoint, Active Directory, and Windows Server. Strong networking knowledge (VLAN, NAT, firewall rules) and PowerShell scripting. Expert in resolving escalated tickets, supporting infrastructure upgrades, and server builds Dedicated to providing efficient and reliable IT solutions to enhance organizational productivity. Seeking a challenging position to utilize my technical expertise and contribute to the success of the company.

EXPERIENCE

Senior IT Support Engineer

Lighthouse Schools Partnership

November – Present, (UK)

Responsibilities

- Level 1 Incident and Fault Resolution for Cisco Switching and Wi-Fi Management.
- Manage SCCM packages Creation and Deployment
- Responsible for ensuring all calls/tickets are dealt with in accordance with SLAs.
- Receiving and owning issues; enquiries and change requests for support from clients and priorities these requests accordingly adhering to SLA's
- Performing a proactive role in monitoring systems
- Manage a team of desktop engineers and maintain a high standard of work throughout the day.
- Provide 2nd Line support and manage escalation where necessary.
- Managing the trust's IT asset system to safeguard against financial and GDPR risks
- Support Line Manager with specification and procurement of IT hardware and software.

IT Support Engineer

Julian House

Oct 2023 – November 2024, (UK)

Responsibilities

- Office 365 & Network Management: Managed Office 365, configured routers, switches, and firewalls, ensuring secure and efficient IT operations.
- Technical Support: Provided onsite and remote IT support, diagnosing and repairing applications, network issues, and cabling systems.
- Security & Compliance: Worked with pen testers to audit and enhance access controls, databases, printers, and network devices.
- Asset Management: Implemented an SCCM & Intune-integrated asset management system to track company devices, improving accountability.

- Windows Upgrades: Led the Windows 10 upgrade across all devices, ensuring a smooth transition with minimal disruption.
- Network & Telephony Upgrades: Managed the migration from ADSL to FTTP and PSTN to VoIP, coordinating installations and configurations.
- AI Governance & Policy: Developed and implemented an AI usage policy, ensuring compliance with GDPR and security standards.
- CCTV & Internet Systems: Installed, upgraded, and maintained CCTV and internet infrastructure, improving security and connectivity.
- Vendor & Project Coordination: Worked with vendors and suppliers to resolve complex IT issues and improve system reliability.
- User Administration & Onboarding: Managed staff onboarding/offboarding, ensuring seamless transitions across all systems.

IT Support Engineer

Telval Solutions

June-October 2023, (UK)

Responsibilities

- Conducted site visits for client support as required, providing hands-on technical assistance and troubleshooting.
- Diagnostics of desktop applications, network, and cabling infrastructure.
- Collaborated with cross-functional teams to resolve complex issues, ensuring minimal impact on operations.
- Maintained and configured networking components, including VLANs, NAT, and firewall rules, to ensure robust and secure network infrastructure.
- Assisted in infrastructure upgrades, migrations, and server builds, contributing to the continuous improvement of IT systems.
- Upgrade, support and troubleshoot Android, iOS, and windows operating systems & applications.
- Customize desktop hardware to meet user specifications and site standards.
- Managed virtual environments using Hyper-V, improving system efficiency and scalability.
- Linux administration, implementing configuration commands, and conducting troubleshooting sequences for efficient system troubleshooting and management.

Student Ambassador

University Of the West of England

February– Dec 2023, Bristol

Responsibilities

- Representing the university promoting its values and mission to prospective students, parents, and visitors.
- Supported IT helpdesk i.e. information point service and first line support during admission events and collage fairs.
- Conducting campus tours for prospective students and their families, showcasing the campus facilities.

Software Engineer

Huawei Technologies (Kenya)

March 2020 – September 2022, Nairobi

Software development / Mpsea project Technical Support Team

Responsibilities

- **Software Development:** Contributed to the development a government competency assessment platform using Huawei's AppCube (Vue.js) to collect, analyse, and report skill gaps.
- **Infrastructure & System Monitoring:** Used Network Management Systems (Digitalview) for 24/7 MPESA monitoring, identifying anomalies, and ensuring uptime.
- **Live Migrations & Maintenance:** Assisted in MPESA system switchovers, migrating live environments for maintenance, upgrades, and redundancy tests.
- **Database & Performance Optimization:** Resolved SQL query deadlocks, optimized database performance, and worked with Safaricom's technical team on system improvements.
- **Data Center Support:** Conducted on-site hardware/software maintenance, system health checks, and compiled technical assessment reports for infrastructure optimization.

Tetra Tech

May 2019 – February 2020, Nairobi

IT & Research Support / Konza City Development Project

- **Smart City Research & Vendor Engagement:** Conducted in-depth research on IoT solutions for the Konza City smart development plan, evaluating hardware/software requirements, engaging vendors, obtaining quotations, and compiling reports for executive review.
- **ERP Implementation & Process Automation:** Assisted in deploying Microsoft Navision ERP, working with developers, department heads, and end-users to digitize business processes, troubleshoot system issues, and enhance workflow efficiency. Led User Acceptance Testing (UAT) to ensure seamless adoption.
- **Website & System Integration:** Collaborated with web developers to integrate the ERP system, staff portal, and key Konza City digital resources into the official website.
- **Event IT & AV Support:** Provided technical coordination for events like hackathons, working with AV vendors to ensure internet connectivity, backup devices, and smooth operation of IT infrastructure.
- **IT Support & Infrastructure Management:** Delivered end-user training and support for ERP, software, hardware, and network systems, handled IT equipment configuration & issuance, and ensured patch management, monitoring, and maintenance.
- **Server Administration & Microsoft 365 Management:** Managed virtualized servers on Hyper-V, performed routine server maintenance, and administered Microsoft 365, including user accounts, access control, and security policies.

EDUCATION

Masters in Information Technology | Distinction
University of the West of England, Bristol UK

(Sep 2022- Aug 2023)

Key Modules: Information Security, Cloud Computing, Project Management (Use and Understanding of Agile methodology), Group Software Development

Project: Data Breaches in Kenya's Banking Sector.

Bachelor's Business and Information Technology | Second Class Upper (May 2016– July 2021)

Africa Nazarene University, Rongai Kenya

KEY SKILLS & EXPERTISE

Enterprise Security, Compliance & IT Governance

- Developed and implemented an AI policy to ensure responsible and ethical AI use, aligning with data protection regulations and best practices.
- MSc project focused on Data & Information Governance, researching global compliance standards (GDPR, ISO 27001) to mitigate data breaches and enhance enterprise data security.
- Conducted security audits, utilizing audit data analytics to improve IT security postures and ensure compliance with industry regulations.
- Administered Microsoft 365 security policies, overseeing access controls, user permissions, and data protection protocols.

Software Development & Database Administration

- Worked in Huawei's Software Development Department, contributing to a government project that evaluated technical competency among officials via an online questionnaire platform built on Vue.js (AppCube IDE).
- Supported database query resolution, utilizing SQL to troubleshoot deadlocks and optimize performance.
- Integrated enterprise applications into government portals, ensuring data consistency, automation, and scalability.

MPESA Support, Live Migrations & Infrastructure Management

- Assisted in providing 24/7 NMS system monitoring for MPESA, detecting anomalies, failures, and system irregularities.
- Contributed to live migrations of MPESA's production environment to redundant sites to facilitate maintenance, collaborating with Safaricom and Huawei Global engineers.
- Assisted in on-site data center operations, conducting hardware/software maintenance and producing technical site visit reports.

IT Infrastructure & System Administration

- Maintained, patched, and monitored over 40 virtual machines supporting core systems, including eStream, SIMS, and enterprise-wide software deployments via SIMS Solus Agent.
- Oversaw backup strategies for all VMs and physical servers, implementing onsite and offsite solutions for disaster recovery.
- Configured and deployed LibreNMS & Observium for real-time network monitoring, enhancing system visibility and proactive maintenance.

Service-Level Agreement (SLA) Adherence & IT Support

- Delivered IT support within SLA frameworks, ensuring efficient issue resolution and maintaining high service standards.
- Provided hardware, software, and network troubleshooting, minimizing downtime and improving IT service quality.
- Conducted end-user training on IT systems, security protocols, and Microsoft 365 applications to enhance user efficiency.

Software Deployment & Endpoint Management

- Managed SCCM for enterprise-wide software rollouts and upgrades, streamlining system updates across the network.
- Configured and maintained Azure Enterprise applications, integrating application like Salamander & Wonde for automated user provisioning.
- Spearheading the Imperio classroom monitoring system deployment, replacing AB Tutor to enhance IT management in learning environments.

ERP Systems & Business Process Automation

- Managed the implementation of Microsoft Navision ERP, collaborating with developers and department heads to digitize business processes.
- Conducted User Acceptance Testing (UAT) to ensure seamless ERP adoption and workflow optimization.

Network & Wireless Infrastructure

- Managed and optimized Ubiquiti access points, ensuring stable Wi-Fi connectivity across school and enterprise environments.
- Oversaw network security, troubleshooting LAN/WAN issues, and implementing proactive maintenance strategies.

Smart City & IoT Research

- Conducted research on IoT solutions for Konza City Smart Development, evaluating vendors, obtaining quotations, and compiling executive reports.
- Assisted in AV and IT setup for major government events, ensuring internet connectivity, backup systems, and seamless IT operations.

COMPETENCIES

- Hyper-V: Proficient in virtual machine management and maintenance.
 - Veeam/Hornet/Wasabi: Skilled in backup and recovery solutions.
 - Microsoft 365: Extensive knowledge, including email migrations.
 - Teams/SharePoint Administration: Experienced in setup and management.
 - Networking: Strong understanding of VLAN, NAT, and firewall rules.
 - Active Directory: Deep knowledge of configuration and management.
 - Windows Server: Experienced in installation, deployment, and maintenance.
 - RDS: Familiar with Remote Desktop Services.
 - PowerShell: Proficient in scripting and automation..
 - Infrastructure Support: Assisted with upgrades, migrations, and server builds.
 - Independent Worker: Capable of handling tasks with minimal supervision.
 - Customer Service: Excellent phone manner and effective communication skills.
 - Problem-Solving: Adept at tackling complex technical queries and providing solutions.
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REFEREES

References available upon request