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PROFILE SUMMARY

Experienced in system Administration with a demonstrated history of supporting software and hardware. Skilled in Routing and Switching, Windows Active Directory, Linux Server and Google Cloud Computing.

EMPLOYMENT EXPERIENCE

➤ January 2022 – September 2022: ZOOM Fiber, System Administrator

Duties and Responsibilities

- Overseeing the organization end-to-end core network involving three satellite locations, monitoring traffic, and diagnosing challenges reported both for fiber network and organizations Intranet.
- Managing and interconnecting external and internal domains consisting of more than four servers
- Admission, provisioning, commissioning, and management of network equipment
- Guiding Field engineers while troubleshooting and diagnosing faults on the network with real-time updates.
- Network Flow monitoring, system installation and updating of servers.

Achievements

- Upgraded and migrated core routers, with all the configurations involved in the Mikrotik core routers, switches and Hioso OLTs to increase our capacity.
- Managing acquisition of leasing public IP subnet from Afrinic, planning and utilization.

➤ July 2020 – November 2021: SAFARICOM Ltd Contractor, Fixed Solutions Dispatch Engineer (July 2021 – November 2021 – Viscar Limited) (July 2020 – June 2021 – Jayden Limited)

Duties and Responsibilities

- Tasked with receiving, managing, and closing complex and technical tickets to improve clients' experience.
- Troubleshoot network incidents and coordinate Engineer field visits to ensure First Time Resolution.

Achievements

- Reduced troubleshooting time by 20%, fault identification, and timely resolution of complaints with field Engineers through troubleshooting with customized scripts and templates on the Network Management system, using organization resources.

➤ September 2017 – June 2020: MASABA Services Ltd, Network Operating Centre Assistant

Achievements

- Tasked with customer network monitoring, escalation management and dispatching technicians to resolve customer queries within the set timelines.
- Boosted customer SLA and MTTR of customer incidents by 20% through innovative work tracking reports.
- Promoted from Field Supervising Engineer to NOC Assistant within my first month of employment

➤ August 2016 – September 2017: MUDASA Academy, IT Clerk

Achievements

- Led successful opening of a new Computer laboratory, installing more than 20 computers, performing network configuration and maintenance.
- Migrated Accounting system from Quickbooks to Ezi Accounting system.

EDUCATION

- **Bachelor of Business Administration with IT** – Maseno University; Aug 2013 - Dec 2016 – 2nd Class upper division
- **Kenya Certificate of Secondary Education** – Vihiga High School; January 2009 - November 2012 – B-

TRAININGS ATTENDED

- Introduction to Computer Science - Harvard CS50x

REFEREES

Available upon request