

# NGETICH EZRON KIPKEMOI

## PROFESSIONAL SUMMARY

I am an enthusiastic and dedicated IT professional with expertise in networking, system administration, and software development. With an all-rounded personality, I enjoy developing, optimizing systems and driving innovative solutions. I am eager to learn, embrace challenges and deliver impactful results.

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Portfolio:  
<https://ngetichezron.github.io>

## EXPERIENCE

### Avitech Solutions Limited, Avitech House, 1st Avenue, Mirema Drive

JUNE 2023 - PRESENT

#### DESCRIPTION

Avitech Solutions Limited is a dynamic IT solutions provider specializing in Internet provisioning, offering Dedicated Internet Access, home internet services, billing systems and advanced monitoring solutions. Beyond connectivity the company delivers a broad range of services, including CCTV installations, call center systems, cloud computing, and server management.

Since joining it in its early stages, working at Avitech has given me opportunities to contribute to its growth, while learning from its innovative approach to solving IT challenges.

I have taken part in a diverse range of responsibilities that have honed my skills in networking, system administration, and web development.

#### Role 1: NOC ENGINEER

**Duration:** JANUARY 2024 - PRESENT

1. NETWORKING SUPPORT AND CONFIGURATION
  - Configuring and maintaining network devices such as routers, ONUs and OLTs, SmartOLT integration for both our company and DIA customers.
  - Deploying and maintaining billing and hotspot systems to our clients.
  - Troubleshooting and resolving network-related issues in order to minimize downtime and maintain SLA standards.
2. MONITORING SYSTEMS
  - Deploying and using monitoring tools like Zabbix to monitor our networking devices and server performances.
  - Configuring alerts and notifications to respond to issues promptly before they escalate.
  - Improve monitoring system efficiency by updating Zabbix

## SKILLS

### Programming Languages

C#  
Python  
PHP  
JavaScript

### Scripting and automation

Bash  
Ansible  
Terraform

### Web app development

Laravel  
React / Next JS  
MySQL

### Mobile app development

React Native

templates, metrics and workflows.

- Generating performance and usage reports for our home internet clients and DIA customers

### 3. DIA CUSTOMER SUPPORT

- Provided dedicated support to DIA customers to ensure minimal disruptions.
- Solving link-related issues and advising customers on bandwidth and capacity requirements.
- Coordinating with my colleagues and customers to achieve optimal network performance.

### 4. FIELD TECHNICIAN

- Installation of home internet services, both fiber optic and ethernet installations
- Managing and maintaining data center equipment - routers, switches, OLTs and servers
- Participating in CCTV installation activities
- Troubleshooting and resolving wiring issues

### 5. COMMUNICATIONS

- Drafting and managing professional correspondence with peers, institutions and partners.
- Escalating critical NOC issues to vendors for resolutions.
- Communicating project updates, planned outages and essential information effectively.

## LANGUAGES

English - Full

Kiswahili - Native

German - Intermediate

## Role 2: SYSTEMS ADMINISTRATOR

**Duration:** JUNE 2023 - PRESENT

### Roles:

1. Installing and maintaining Proxmox for managing virtualized infrastructure.
2. Configuring nextcloud as a private cloud solution for the company's data sharing, storage and collaboration.
3. Deploying VPN server for remote connections and secure access to networking devices.
4. Setting up email servers for internal communication
5. Installed and configured Asterisk for internal cloud-based voice system.
6. Setting up and maintaining monitoring systems like Zabbix.
7. Installing and configuring DNS server for internal network domain name resolution.
8. Created and maintained a reliable virtual environment for hosting and renting out VMs to third parties

9. Regularly updating and patching systems to ensure security and compliance.
10. System backups and disaster recovery planning.

### Role 3: WEB DEVELOPER

*Duration:* JUNE 2023 - PRESENT

**Roles:**

1. Developing and maintaining the company's websites and applications like avitechcloud.com, avitechsolutionsltd.com among others.
2. Developed internal web applications, including
  - **Form builders** to simplify data collection and streamline workflows.
  - **CRM systems** to manage client relationships and track interactions effectively.
  - **Ticketing systems** to handle customer support requests efficiently.
  - **Invoicing systems** to automate billing processes and ensure accuracy.
3. Ensuring security of all web applications by implementing strong authentication protocols, data encryption, and regular vulnerability assessments.

### Role 4: ATTACHMENT SUPERVISOR

*Duration:* MARCH 2024 - AUGUST 2024

*Description:*

Mentored and guided attachment students from various universities, equipping them with practical skills in programming, networking and using linux operating systems.

**Roles:**

1. Supervised students in programming tasks, guiding them through creating functional web applications.
2. Conducted lab and training sessions on networking fundamentals and advanced configurations
3. Overseeing student involvement in company's projects

### **Samchi Digital, Absa Towers, Nairobi — Attachment**

MARCH 2023 - MAY 2023

*DESCRIPTION:*

Gained valuable industry experience during attachment at Samchi Digital. Played a dual role in web advisory and sales, contributing to the company's marketing and digital strategies. Provided actionable recommendations to enhance website design and functionality. Additionally, supported the sales team by engaging potential clients and promoting advertising opportunities during the airing of Samchi Digital's TV programs.

Roles:

1. Reviewed company and client websites, providing insights on user experience, design improvements, and optimization strategies.
2. Assisted in crafting proposals for enhancing digital platforms to better align with target audience preferences and business goals.
3. Collaborated with the sales team to identify potential clients and craft tailored advertising offers.
4. Drafted and sent professional emails to prospective clients, introducing advertising opportunities on Samchi Digital's TV programs.
5. Participated in strategy meetings, contributing ideas for increasing customer engagement and revenue.

## EDUCATION

### **KCA University, Nairobi — Degree**

2019-2022

Pursued my Bachelor's Degree in Software Development. I Completed my studies on December 2022 and graduated on December 2023

### **Alliance High School, Kiambu — KCSE**

2015-2018

Pursued my Kenya Certificate of Secondary Education

### **KERICHO BOYS PRIMARY, Kericho — KCPE**

2013-2014

Pursued my Kenya Certificate of Primary Education

## PROJECTS

### **Call Center Development — development stage**

Developing a call center application using Africa's Talking API for communication and efficient customer support.

Implementing functionality for handling DTMF (Dual Tone Multi-Frequency) input, call transfers, and interactive voice response menus.

Integrating SMS notifications and call logs for improved communication tracking.

Refining features for advanced session management.

### **MikroTik Controller** — *development stage*

Developing a MikroTik controller application for centralized management and configuration of MikroTik devices.

Features include bulk configuration and real-time performance monitoring.

Integrating with Zabbix API for advanced monitoring

Aiming to simplify network administration tasks and reduce manual overhead.

### **Learning Network Topologies and Protocols** — *lab*

Currently deepening knowledge of various network topologies and protocols, including OSPF, BGP, VRFs, and other advanced routing concepts.

Gaining practical understanding of network design, routing techniques, and traffic management to optimize connectivity and performance in network environments.

Studying real-world implementation scenarios and configurations to understand their applications.

Enhancing skills in network troubleshooting and fault isolation for large-scale network deployments.