

NTHIWA ANTHONY NDUVA

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PERSONAL SUMMARY

I am a strategic, solution driven professional with a passion for all processes regarding holistic information management, driven to deliver outstanding business results for any organization. I am motivated by challenges and rewarded through the provision of seamless solutions to the same by motivating team spirit, implementing clear business objectives, and delivering exceptional results.

KEY COMPETENCIES

- Organizational skills
- Network Management
- Switching
- Routing
- Change management
- Mail servers
- Firewalls
- Training new recruits
- Team Management
- Systems Administration
- DNS troubleshooting
- Project Management
- Cisco IP telephony support
- Strategic Planning
- People Skills

CAREER HISTORY

HEAD {Ag} -INFRASTRUCTURE NATIONAL BANK OF KENYA –NAIROBI APRIL 2018 – MAY 2019

Key Accomplishments

- Recommended & oversaw the successful upgrade of the bank's Cisco Unified Communication Manager (CUCM), establishment of a fully-fledged contact center, call recording and billing solution.
- Successfully justified and oversaw network refresh project that saw the replacement of obsolete network equipment.
- Recommended and oversaw the successful upgrade of the bank's Oracle Exadata environment.
- Successfully laid ground work for Exchange Online migration and recommended other cloud services.
- Recommended and oversaw the successful setup of the bank's IBM SCALE private cloud to spur on virtualization.
- Established sound vendor management
- Supported the bank's CSR project to supply PCs to schools by availing hardware with zero data leakage
- Formulated an E-waste policy to take carter for obsolete and spoilt electronic equipment & inculcated best practices.
- Recommended and successfully oversaw the deployment of SCCM, Azure OMS, SCOM, & ATA.

MANAGER –NETWORKS & INFRASTRUCTURE NATIONAL BANK OF KENYA –NAIROBI JANUARY 2017 – APRIL 2018

Key Accomplishments

- Build a justification and sought a budget for the Cisco Unified Communications Manager, Contact Center and a network equipment refresh.
- Oversaw the successful deployment of Check Point as a data center firewall.
- Successfully oversaw the deployment of the core switch environments (Cisco Nexus 9K, 7K & 5K) on both the production and BCP site
- Advised the on business on infrastructure on the eve of the core banking system upgrade and deployed the recommendations once the approvals were given.
- Got all ICT network vendors on contractual and SLA agreements.
- Attained a 50% reduction on cost for branch MPLS link through stringent service reviews and elimination non delivering vendors.
- Successfully overhauled the cabling infrastructure; vastly improving on frequent downtime and throughput bottle necks.
- Oversaw the email protection to Exchange Online Protection and Microsoft license renewal
- Subscribed the business to Microsoft Premier to assist in addressing issues with AD and Exchange.
- Oversaw the data center redesign project; this won the bank a CIO award.

**NETWORK SUPPORT ANALYST
NATIONAL BANK OF KENYA –NAIROBI
JULY 2015 – DECEMBER 2016**

Key Accomplishments

- NBK's network liaison in the KBA Switch Project (KITS)
- Project lead for Smart In House Card project.
- New branch and branch retrofit project coordination.
- Streamlined auto failover on branch and offsite ATMS improving uptime vastly.
- Successfully oversaw the Implementation of a managed Wi-Fi solution on all premium branches.

**MANAGER IT
MEDANTA AFRICARE –NAIROBI
AUGUST 2014 – JULY 2015**

Key Accomplishments

- Played a key role as a HOD in getting the organization ISO 9001:2008 certified securing a 0% non-conformance for my department.
- Exemplified keen acumen in ICT budget controls for all the branches.
- Assisted in the development of guidelines and procedures for administration and security best practices.
- Introduced best practices network both LAN & WAN, change management and backed it up with sound documentation.
- Streamlined vendor management (testing and evaluating their systems/solutions) to establish the most ideal and cost effective for the business and advice business on the same.
- Oversaw the revival the collapsed CCTV and access control system
- Over saw the deployment of a time attendance system and the successful integration of the same with payroll.
- Helped the organization to reduce costs drastically by recommending cheaper solutions without compromising on quality and service delivery.
- Knowledge sharing and empowerment for my team members.

**SENIOR SYSTEMS ADMINISTRATOR
MEDANTA AFRICARE –NAIROBI
JULY 2013 – JULY 2014**

Key Accomplishments

- Successfully oversaw the setup of a new data center.
- Working with different vendors successfully deployed Cyberoam firewall network canopy spanning 6 East African Metropolis namely Nairobi, Mombasa, Dar E Salaam, Mwanza, Kampala & Kigali. Routing voice and data via secure IPSEC (data) and GRE tunnels (voice).
- Ensured that network infrastructure met best practices and standards and are effectively monitored and meeting performance requirements. This is achieved through conducting network throughput analysis and capacity planning.
- Ensured processes, guidelines and procedures are in place and enforced for quality in installation, running, operating and support of Africare networks.
- Installed supported and maintaining hardware and software infrastructure according to best practices, including routers, aggregators, switches, Wi-Fi controllers, and firewalls.
- Oversaw the successful setup of a centralized printing system, network security design and integration.
- Diagnosing problems and solving issues, often under time constraints and being the escalation point for all network and infrastructure issues.
- Implemented the necessary controls and procedures to protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. (DLP)
- Successfully set up a network monitoring system with an alerting mechanism.
- Assisted in the development of guidelines and procedures for administration and security best practices.
- Maintain an expert knowledge within the team of technology and industry trends in relation to business requirements, and the direction of the Group
- Liaised with the vendors and providers for support of existing systems & links, provision and maintaining the vendor escalation matrix.

SENIOR BACKOFFICE SUPPORT ENGINEER

ACCESS KENYA NAIROBI

JANUARY 2013 –JULY 2013

Key Roles

- DNS zone management and manipulation for over 2,500 on Access Kenya webhosting services.
- Handling escalations for the high value clients
- In charge of internal projects, processes & procedures formulation, documentation & implementations.
- Interviewing, training and induction new staff.
- Deputizing for line managers in the smooth running of the entire support desk.
- Offering guidance and proactive support by anticipating any issues affecting service delivery.
- An integral member of the crisis and BCP team.

NETWORK SUPPORT ENGINEER

STANDARD CHARTERED BANK (On secondment from Access Kenya)

APRIL 2011 – DEC 2012

Key Accomplishments

- Represented Standard Chartered in the technical steering committee charged with the development, testing & deployment of the Country's Cheque Truncation System & chaired the KBA testing subcommittee.
- Successfully headed Kenyatta, Harambee & Maritime branch retrofit projects.
- Set up and streamlined the call billing server making it possible to generate accurate billing reports.
- Oversaw and successfully coordinated the installation of 30 back up links for offsite ATMs, replacing obsolete technology, slow and/or non Performing links. This raised the ATM uptime from 85% to 98%.
- Successfully set up the G4S record management office for the bank, a task accomplished in very tight timelines.
- Successfully rolled out Avaya IP phone system for across the branch network.
- Worked on the partners' (RTGS, CDSC, PAYNET etc.) links (both primary & secondary) relocations &

- configurations from the old offices in town to current location Chiromo HQ.
- Championed the inclusion of all network devices (routers & switches) to the TACACS server. This included a major countrywide password recovery & raising a change request for the network devices to be included in the SCB's UK TACACS Server

SENIOR SUPPORT ENGINEER
ACCESS KENYA NAIROBI
JULY 2009 – MAR 2011

Key Roles

- Played an integral part in the testing, rolling out phase for client interconnectivity solutions.
- Spearheaded the project to combat spam & blacklisting of clients' mail servers.
- Headed a team tasked with bandwidth audit in preparation on the metro Ethernet (fiber) rollout.
- Assisted the sales team in designing technical proposals for new clients.
- A point of escalation for the teams on duty (frontline, field & back office)
- Managed call performance, ticketing, teams' attendance, punctuality & logistics for site visits.
- Integral member of the crisis response team.

INTERMEDIARY SUPPORT ENGINEER
ACCESS KENYA NAIROBI
MAY 2007 – JUNE 2009

- Received all support calls from clients via telephone or email and issued tickets for the same.
- Performed online troubleshooting with clients to diagnose and resolve technical issues.
- Worked on assigned customer care tickets to have it resolved within specified time frame.
- Performed site visits to clients' premises for new installs & resolve issues unsolvable via calls.
- Liaised with other departments (back office) for speedy crisis resolutions.
- Researched on the problems affecting customers and offer solutions.
- Proactively monitored client links, downtimes, and mitigated any outages.
- Generated reports and updates on issues and incidents

CONTRACTUAL STAFF
SAROVA HOTELS NAIROBI
MAY 2004 – DECEMBER 2006

- Group's 2007/2008 budget and financial statements preparation & production.
- Providing technical and logistical support to all LAN users and guests.
- Setting up & maintaining staff & departmental mail accounts.
- Training, scheduling & overseeing software & hardware maintenance.

ASSISTANT DATA INPUT MANAGER
KAKUZI LTD THIKA
MAY 1999 – DECEMBER 2003

- Oversaw the smooth and successful change of systems. Shortlands (old) to Scala 5.1 (new).
- Keying in data to various ledgers
- Providing Technical support and training to all IT users in the office.
- Day to day running of the computer department.
- Scheduling & overseeing hardware & software maintenance for all departments.
- Generation, production & distribution of periodic & adhoc reports for all departments.
- Liaising with the unit accountants to ensure for accurate final financial statements.

**COMPUTER OPERATOR
EASTERN PRODUCE KENYA LTD
NOVEMBER 1997 – APRIL 1999**

- Keying in of data into the General, Purchase, Sales, Stock and Cost ledgers.
- Creation and generation of periodic and adhoc reports.

COMPETENCIES

- Language Proficiency: Excellent reading, writing and conversational skills in English & Swahili.
- Good understanding of routing, switching and network troubleshooting.
- Have a good technical network background.
- Working knowledge of major networking components & hardware components.
- In depth knowledge of mail flow systems and DNS zone management and troubleshooting.
- Ability to explain technical issues clearly to non-technical colleagues.
- Experience of performance measurement, capacity and tuning issues.
- Able and willing to work flexible hours in the office when necessary.
- Relentless in pursuit of complex network issues and solutions to the same within assigned deadlines.

PERSONAL ABILITIES

- Excellent communication and people skills.
- Demonstrated teamwork and leadership abilities.
- Highly motivated, driven to find solutions.
- Strong motivator, and thrive in a fast-paced, high-intensity environment.
- Lifetime learner, excellent at picking up new ideas, methods and technology.

**ACADEMIC & PROFESSIONAL
QUALIFICATIONS**

- August 2016 Leadership & Management Skills –Resource Associates
- February 2016 DLTT (Developing Talent Through Technology) Cisco Training Event
- January 2013 CCNP (Cisco Certified Network Professional) -Ongoing
- June 2012 CCNA Security (Cisco Certified Network Associate Security).
- November 2010 Customer Relationship Management & Personal Productivity Skills. –Edge Consult
- June 2009 CCNA (Cisco Certified Network Associate)
- May 2009 CCNSP (Certified Cyberoam Network & Security Professional)

January – December 1997

Kenya School for Professional Studies (KSPS) – Nairobi

- Higher Diploma in Information Technology from the Institute of Management of Information Systems IMIS (UK).

January – December 1996

Universal Group of Colleges (UGC) – Nairobi

- Diploma in Information Technology from the Institute of Management of Information Systems IMIS (UK).

1989 – 1992

Kabaa High School

- C Plain

1981 – 1988

Kalandini Primary School

- 414 Marks

REFERENCES

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