



Roy Karanja Wachaga

Security Systems Administrator



Contact

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Professional Summary

Experienced Physical Security Engineer with over 8 years of expertise in designing robust IT infrastructures for server startup installations. Proficient in troubleshooting and administering a diverse range of server environments, including Windows server editions, Linux distributions (such as Red Hat, SUSE, Ubuntu). Skilled in VMware vSphere, specializing in installations, configuration, and management.

Seeking a dynamic and challenging environment that fosters continuous learning and encourages innovation. Eager to contribute to a team that values creativity and provides exposure to new ideas, fostering both personal and professional growth. Known for leadership acumen, meticulous attention to detail, and a passion for building and nurturing professional relationships. A quick learner with a penchant for tackling complex challenges head-on.



Work History

2024-07 -
Current

System Administrator

- A Softech Limited, Nairobi (Remote)
- Assisted users remotely or in-person to diagnose and resolve hardware, software, or network-related issues efficiently.
 - Enhanced customer satisfaction by promptly addressing and resolving service desk issues.
 - Reduced downtime by proactively identifying and resolving potential issues through thorough system monitoring.
 - Established effective communication channels between Consultants and end-users, leading to improved issue resolution times overall.
 - Provisioned new software and hardware for use, following established security policies.
 - Managed user access rights to maintain a high level of



Skills

- Technical application support
Excellent
- Technical troubleshooting
Excellent
- Network Configurations (CCNA)
Excellent
- NAS Storage Management
Excellent
- Data Center Management
Excellent
- LAN/ WAN Technologies
Excellent
- CCTV Technologies
Very Good

information security while ensuring appropriate levels of accessibility for authorized personnel.

- Facilitated team collaboration, setting up and maintaining project management and communication tools.
- Installed and configured network printers and other peripheral devices.
- Evaluated WAN and LAN connectivity technologies.
- Planned and implemented upgrades to system hardware and software.
- Implemented and maintained virtual private networks.
- Maintained flexible schedule and responded to after-hours and weekend emergencies.

2022-09 -
2024-07

Security Systems Administrator

Rangers Security , Al Wakrah, Qatar

- System Configuration and Management : Administer and configure physical security systems such as CCTV cameras, access control systems, alarm systems, and video management software (VMS) to ensure optimal performance and functionality.
- User Access Control: Manage user accounts and access permissions for physical security systems, including granting or revoking access privileges as necessary to maintain security standards.
- System Integration : Integrate different physical security systems and devices to create cohesive security ecosystem, ensuring interoperability and seamless operation across installed facilities.
- System Monitoring and Maintenance: Monitor health and performance of physical security systems through regular maintenance, software updates, and troubleshooting to address any issues or vulnerabilities promptly.
- Incident Response: Respond to security incidents or breaches detected by physical security systems, including reviewing surveillance footage, analyzing access logs, and coordinating with relevant stakeholders to mitigate risks and prevent recurrence.
- Policy Development and Compliance: Develop and implement policies, procedures, and best practices for effective management and use of physical security systems, ensuring compliance with regulatory requirements and industry standards.
- Risk Assessment and Mitigation: Conduct risk assessments of physical security systems and facilities

to identify vulnerabilities and potential threats, and implement appropriate mitigation measures to enhance security posture.

- Documentation and Reporting: Maintain accurate documentation of physical security system configurations, installations, maintenance activities, and incident reports, and generate regular reports for management review and compliance purposes.

2016-01 -
2021-03

● Technical Enterprise Engineer

Technology Associates EA Ltd, Nairobi, Kenya

- Configuration of Windows Server 2003, 2008, 2012 and 2016 .
- Responding to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Analyzing issues to identify troubleshooting methods needed for quick remediation.
- Carrying out performance maintenance on both system hardware and software and suggesting modifications to reduce lag time and improve overall speed.
- Uploading new software, rolling out updates and applying patches to servers upon release to thwart bugs and malware threats from penetrating networks.
- Installation ,con figuration and administration of Linux and UNIX distros.
- HP Hardware implementation, integration and troubleshooting proficiency.
- Working closely with sales department to come up with new HPE Server Solutions.

Major Projects Handled:

Secondment to Housing Finance Group for a period of 8 months through an SAP implementation project with key roles:

- Monitoring Hardware and OS level logs and errors.
- Taking the Host based Backups & Backups through the Various Tape Libraries using Data Protector.
- Monitoring the Development and production Environment, Liaising with different support teams across globe for outstanding issues
- Manipulation and Alteration of File Systems, Disk Space Management using LVM HP-OpenView Monitoring

Prime Bank: Synergy VMware Scope:

- Perform VMware vCenter Setup and configuration.
- Creation of data stores, volumes as per customer requirements.

- Install vCenter physical to virtual convertor on a VM
Conversion of physical machines to virtual machines.
- Add new virtual machines to vCenter
- Setup HPE 3PAR replication to replicate new virtual machines to DR site.
- Install VMware Site Recovery manager in Primary and DR Site

Competition Authority of Kenya Data Centre

Implementation Scope:

- Server hardware Integration
- Racking of servers
- Cabling and connectivity
- RAID and ILO configuration
- Installation of Microsoft windows Server 2016 R2
Operating system Insight Remote Support 7.x
Installation and Setup

Guaranty Trust Bank Installation and Startup Scope:

- Installation and configuration of VMware
- Upgrade NetApp OS from 8.3.2 P2 to ONTAP 9 for both PR and DR Storage
- Rack Brocade SAN Switches and Initialize
- Upgrade Brocade SAN Switches OS
- Configure Zones on the Brocade SAN switches
- Storage Presentation to hosts i.e. creating data store from new NetApp storage

Nation Media Group VMware Implementation Scope:

- Racking of servers, SAN switch and 3par storage
- Cabling, server power and network cabling
- Configuring of integrated lights out management (ILO)
- Firmware update of the DL servers
- Install and configure VMware
- Installing and configuring of Vcenter
- Integration of Vcenter with LDAP
- Adding the hosts to Vcenter
- Configuring cluster settings, Vmotion
- Creating and configuring virtual machines
- Install operating system on virtual machines Installation of VMware tools

2016-02 -
2016-11

Technical Lead Engineer

Operating Systems Laboratory (OSLabs), Nairobi, Kenya

- Troubleshooting Operating systems: Unix (Solaris, Linux)
- Managing server infrastructures and data-center operations across multiple platforms (Unix, Linux, Windows)

- Managing clients' database replication reports.
- Working with other developers to build technical solutions & complete projects within budgetary and quality requirements
- Also involved in requirements gathering, demonstrating software prototypes, and technical sales
- Systems Installation, Configuration and Firmware upgrades on servers, Oracle storages and tape libraries (StorageTek models)
- LAN and WAN administration

Major Projects Handled:

Secondment to Ringier Group (RUPU) for three months with key roles

- User administration and management on Microsoft AD
- Management of User accounts and groups with access permission
- Allocation of Disk quotas to users
- Customization of user work environment
- Prepare Documentation for System information and Daily Activities
- Researched, recommended and implemented network enhancements that improved system reliability and performance for Digital Marketing department

Project Management:

- Creating low level design guide for project which was to be implemented by using Sun Fire X4440 Server and StorageTek 3510
- Setting up three virtualized machines each hosting different operating system namely Oracle enterprise Linux 6 on machine 1, Windows Server 2012 R2 on machine 2 for database, business intelligence and EBS testing and lastly Solaris 11.3 on machine 3 for cloud stack testing and implementation
- Team member for consulting in large-scale Linux server upgrade for Harambee Sacco, which significantly enhanced system performance
- Migration of SUSE SLES 10 to SLES 11 for Sameer Group.
- Coordinated in replacing major network with robust security through joint firewall and DHCP architecture.

2012-01 -
2016-01

Pre-Sales Support Consultant

Samtech Computer Services, Nairobi, Kenya

- Install and maintain clients' network systems.
- Perform personal computer maintenance and assembly for assorted clients.
- Server setups, troubleshooting and maintenance for

multiple clients.

- Hardware and software maintenance for various clients
- Presales consulting and post sales configurations
- Clients' guidance on hardware scoping

Projects Handled:

- Coordinated implementation and performance tuning of Windows 2008 Server environment for client's operations
- Delivered major improvement over old network system that catapulted productivity of remote sales force.



Education

2012-05 -
2016-05

- **Bachelor of Science: Business Information Technology**

ST Paul's University - Nairobi

Second Class Honors

2011-04 -
2012-05

- **Diploma: Business Information Communication Technology**

Institute of Advanced Technology (IAT). - Nairobi

2011-01 -
2011-04

- **Certificate: European Business Competence License (EBCL)**

Institute of Advanced Technology (IAT) - Nairobi

2007-02 -
2010-11

- **High School Diploma**

Kiambu High School - Kiambu

Awarded KCSE Grade C-



Certifications

- HPE Accredited Technical Solution (server solutions V3)
- Insight Remote Support 7.x Installation and Setup
- Veeam Availability Suite VMTSP v9.5
- HPE StoreEver ESL Gen3 Tape Libraries
- HP MSL 2024-2048 Service and Support
- Veeam Sales Professional (VMSP)

- Simplivity implementation
- Unix and Linux Essentials Training