**Joseph Muthama**

**IT Systems Administrator | Nairobi, Kenya**

I am Joseph Muthama, an experienced IT Systems Administrator based in Nairobi, Kenya. With a rich background in network administration, server management, technical support, and cybersecurity, I bring a comprehensive skill set to ensure the efficient and secure operation of IT infrastructures. My expertise extends to software development, allowing me to create and implement robust solutions tailored to meet organizational needs.

**Professional Experience**

**Network Administration**

* Proficient in configuring, managing, and troubleshooting network infrastructure, including routers, switches, and firewalls.
* Skilled in ensuring network security through the implementation of VLANs, VPNs, and advanced firewall rules.
* Adept at monitoring network performance and optimizing network resources to ensure high availability and reliability.

**Servers Administration**

* Extensive experience in installing, configuring, and maintaining servers (Linux, Windows Server, and UNIX).
* Expertise in virtualization technologies such as VMware, Hyper-V, and KVM to manage virtual environments effectively.
* Proficient in backup and recovery strategies to safeguard critical data and ensure business continuity.

**Technical Support**

* Providing top-notch technical support to end-users, resolving hardware, software, and network issues promptly.
* Skilled in creating and managing user accounts, setting up permissions, and ensuring secure access to resources.
* Excellent troubleshooting skills to diagnose and resolve complex IT issues efficiently.

**Cybersecurity**

* Implementing robust security measures to protect systems and networks from threats.
* Experience with security protocols, intrusion detection systems (IDS), and intrusion prevention systems (IPS).
* Conducting regular security audits and patch management to maintain the integrity and security of IT systems.

**Software Development**

* Proficient in developing software solutions to automate tasks and improve system performance.
* Experience with various programming languages and development frameworks to build reliable applications.
* Integrating software development with system administration tasks to create seamless and efficient IT processes.

**Skills**

* **Operating Systems**: Linux, Windows Server, UNIX
* **Networking**: TCP/IP, DNS, DHCP, VLANs, VPNs, Routers, Switches, Firewalls
* **Virtualization**: VMware, Hyper-V, KVM
* **Security**: IDS/IPS, Firewalls, SSL/TLS, Encryption, Antivirus Solutions
* **Automation and Scripting**: Bash, PowerShell, Python, Ansible, Puppet, Chef
* **Backup and Recovery**: Data Backup Solutions, Disaster Recovery Planning
* **Monitoring and Performance Tuning**: Nagios, Zabbix, Prometheus
* **Technical Support**: User Account Management, Help Desk Support, Troubleshooting

**Personal Attributes**

* **Analytical and Problem-Solving Skills**: Strong ability to analyze complex systems and develop effective solutions.
* **Communication**: Excellent communication skills to interact with team members, stakeholders, and vendors.
* **Time Management**: Efficiently managing multiple tasks and priorities to meet deadlines.
* **Adaptability**: Continuously learning and adapting to new technologies and methodologies.
* **Team Collaboration**: Working collaboratively within teams to achieve common goals.

With my extensive experience and diverse skill set, I am dedicated to enhancing IT operations and security, ensuring that organizational IT systems run smoothly and efficiently. My commitment to continuous learning and improvement drives my ability to deliver high-quality support and innovative solutions in the ever-evolving field of IT.