Geoffrey Ndekera
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Career summary & Objective

Personable and knowledgeable IT practitioner holding close to 4 years of relevant working experience in IT support resolving users' issues with hardware and software. Trained in Systems administration, active directory, SQL, virtualization, operating systems (client & server), firewalls and information security. Provided in-depth technical support to clients at Tiers 1 & 2 with escalation to Tier 3.

Seeking to provide expert technical support to enterprise and reputable organizations in information technology roles like Tech support engineer, systems administrator and cybersecurity analyst.

Skills

- Troubleshooting and problem-solving ability.
- Customer support.
- Knowledgeable in networking protocols and scripting languages.
- TCP/IP and subnetting, backup, server availability and cloud computing.
- Working knowledge of windows, Linux and Mac OS Operating systems.
- Natural curiosity and ability to learn new skills.
- Ability to adapt and excel in a fast-paced operations environment.
- Incident Response – critical thinking, attention to detail, and good communication.
- Good Knowledge in Information security and related technologies.
- Ability to administer the operations of an IT infrastructure.

Professional Experience

2021-04 to date - *IT Officer (9 months)* | Walimu Saccos Union | Kampala Uganda

- Identify trouble spots ensuring any problems are mitigated to minimize interruptions in daily operations.
- Back-end website administration.
- Troubleshoot and undertake 1st repair of hardware, operating systems and applications.
- Liaise directly with third party service providers.
- Installation and configuration of new hardware and updated application software.
- Data entry and data backup.
- User administration on network systems.
- Identify and determine emerging IT needs to improve operations.

2018-04 - 2020-02 - *IT Support Engineer* | SCINTL Ltd | Kampala Uganda

Was part of the support team responsible for delivering 24/7 IT support on the e-visa application and border management systems keeping an average system uptime of 99%. Responsibilities:

- Diagnosing, troubleshooting and solving hardware or software faults.
- Setting up new users' accounts and dealing with password resets.
- Running start, stop and restart scripts on application web servers.
- Server performance monitoring.
- Supporting the roll-out of application upgrades and patch management.
- Preventive maintenance and replacing parts as required.
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help resolve issues.
- Incident resolution, procedural documentation and writing of reports.
- Monitoring regularly scheduled backups.
- Using SolarWinds NPM to detect and resolve network performance problems and outages.

2015-05 – 2015-08 – *IT Intern* / Milestone Technologies Ltd | Kampala Uganda
- Installing server and client operating systems.
- Setting up and configuring of Linux mail servers.
- Switch and router configuration via both graphical and command line interface.
- Deployment of virtual machines using Oracle virtual box and VMware.

Education
- Busitema University (2013-2017) | Bachelor of Computer engineering
- King's College Budo (2011-2012) | UACE
- Makerere College School (2007-2010) | UCE

Technical Certifications
- System Administration and IT Infrastructure Services, Coursera CYJ BBDFL7MZ
- IT Security: Defense against the digital dark arts, Coursera C3HMDZER6ETL
- AWS Security Fundamentals | AWS training and certification
- AWS Cloud Practitioner Essentials (in progress) | AWS training and certification
- IBM Cybersecurity Analyst Professional certificate, Coursera YD8RF7RN4VEH
- Huawei Certified ICT Associate-Security, 010100301808438611028646

Personal Advancements
- Complete Linux training course | Udemy
- CompTIA Network+ (N10-007) | Udemy (Jason Dion)
- CompTIA security+ (SY0-501) complete course| Udemy (Jason Dion)
- CompTIA Pentest+ (Ethical Hacking) Course | Udemy (Jason Dion)
- Practical Ethical Hacking | Udemy (Heath Adams)
- Kubernetes for Absolute beginners | Udemy

Languages
- English | Proficient
- Luganda | Fluent