

Professional Resume

Deputy IT Manager | System Architect | Platform Engineer

Executive Profile

Results-driven IT leader with 7+ years of experience in infrastructure management, cloud architecture, and platform engineering. Currently serving as Deputy IT Manager at Eclectics International, leading cross-functional teams across multiple African regions. Proven expertise in designing scalable, secure, and observable systems with a focus on good automation practices.

Professional Experience

Deputy IT Manager

Eclectics International | *Nairobi, Kenya* | April 2021 – Present

Leadership & Strategy:

- Lead a cross-functional team of DevOps and Systems Engineers across multiple regions
- Manage infrastructure budgeting and cost optimization through strategic resource planning
- Develop and execute long-term technology roadmaps aligned with organizational objectives
- Establish performance metrics and service level agreements for infrastructure reliability

Cloud & Infrastructure:

- Architected and deployed hybrid cloud strategies across multiple cloud providers
- Implemented container orchestration platforms with auto-scaling capabilities
- Designed comprehensive disaster recovery and business continuity strategies

Security & Compliance:

- Established integrated security practices within development pipelines
- Implemented enterprise security monitoring and threat detection systems

- Achieved international security standards certification for infrastructure practices
- Conducted comprehensive security assessments and vulnerability management programs

Senior Systems Administrator

Eclectics International | *Nairobi, Kenya* | *January 2019 – March 2021*

Systems Management:

- Managed enterprise server infrastructure including Windows and Linux environments
- Implemented centralized logging and monitoring solutions for comprehensive system visibility
- Optimized application and database performance through systematic tuning and configuration
- Maintained high system uptime and reliability through proactive monitoring and maintenance
- Developed comprehensive monitoring solutions providing real-time system health visibility

Security & Compliance:

- Conducted PCI DSS compliance auditing and implemented required security controls
- Managed enterprise firewall configurations and network security policies
- Performed CIS security hardening across server infrastructure
- Configured and maintained Cisco network switching infrastructure
- Implemented security frameworks and maintained compliance documentation

Client Support & Operations:

- Provided advanced technical support for client infrastructure and applications
- Collaborated with development teams on system requirements and performance optimization
- Documented operational procedures and maintained system documentation
- Participated in on-call rotation for critical system support and incident response

Systems Administrator

Eclectics International | *Nairobi, Kenya* | *October 2017 – December 2018*

Systems Management:

- Managed daily operations for enterprise server infrastructure across multiple environments
- Maintained system uptime and reliability through proactive monitoring and maintenance

- Supported both Windows and Linux server environments
- Performed routine system administration tasks and health checks

Security & Compliance:

- Assisted with PCI DSS compliance efforts and security control implementation
- Supported firewall management and basic network security configurations
- Helped maintain Cisco network infrastructure and switching configurations
- Participated in security hardening activities under senior guidance

Client Support & Operations:

- Collaborated with team members on incident resolution and problem management
- Assisted in maintaining system documentation and operational runbooks
- Supported client infrastructure needs and service delivery requirements

Education

BSc. in Information Technology

Technical University of Mombasa | *Mombasa, Kenya* | 2012 - 2016

Certifications & Training

Issuer: AWS

AWS CERTIFIED SOLUTIONS ARCHITECT – ASSOCIATE

Issuer: Linkerd

SERVICE MESH 101 BY BUOYANT, CREATORS OF LINKERD

Issuer: The Linux Foundation

LFEL1004: AUTHENTICATION & AUTHORIZATION FOR WEB/API

LFEL1006: SECURING PROJECTS WITH OPENSSE SCORECARD

LFS148: GETTING STARTED WITH OPENTELEMETRY

LFS111: OPEN SOURCE AND THE 5G TRANSITION

LFS142: INTRODUCTION TO BACKSTAGE - DEVELOPER PORTALS MADE EASY

LFS146: INTRODUCTION TO CILJUM

LFS180: INTRODUCTION TO DEVSECOPS FOR MANAGERS

LFC114: REMOTE WORK AT SCALE

LFEL1007: AUTOMATING SUPPLY CHAIN SECURITY - SBOMS AND SIGNATURES

LFEL1014: SCALING CLOUD NATIVE APPLICATIONS WITH KEDA

ISSUER: LFS144: INTRODUCTION TO ISTIO

LFS151: INTRODUCTION TO CLOUD INFRASTRUCTURE TECHNOLOGIES

LFS167: INTRODUCTION TO JENKINS

SKF100: UNDERSTANDING THE OWASP® TOP 10 SECURITY THREATS

LFS157: INTRODUCTION TO SERVERLESS ON KUBERNETES

LFS158: INTRODUCTION TO KUBERNETES

LFC102: INCLUSIVE OPEN SOURCE COMMUNITY ORIENTATION

LFS162: INTRODUCTION TO DEVOPS AND SITE RELIABILITY ENGINEERING

LFS183: INTRODUCTION TO ZERO TRUST

LFS169: INTRODUCTION TO GITOPS

Issuer: Google

SYSTEM ADMINISTRATION AND IT INFRASTRUCTURE SERVICES

Issuer: University of Colorado

ENTERPRISE SYSTEM MANAGEMENT AND SECURITY



Technical Skills

Cloud & Infrastructure

- Multi-cloud architecture and hybrid cloud implementation
- Cloud migration strategies and workload optimization
- Container orchestration and management platforms
- Infrastructure automation and configuration management

Security & Compliance

- Security framework implementation and compliance auditing
- Vulnerability management and system hardening practices
- Firewall administration and network security policies

- Identity and access management systems

Systems Administration

- Enterprise server infrastructure management
- High availability architectures and performance tuning
- Backup strategies and disaster recovery planning
- Cross-platform system administration (Windows/Linux)

Automation & DevOps

- Infrastructure as code and configuration management
- Continuous integration and deployment pipelines
- Process automation and scripting development
- Monitoring systems and observability platforms

Networking & Storage

- Network infrastructure management and configuration
 - Storage systems and data protection strategies
 - Load balancing and traffic management
 - DNS management and network services
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Languages

English (Professional Proficiency - Fluent)

Swahili (Native Proficiency)

Key Achievements & Impact

Infrastructure & Cost Optimization

- Drove significant cloud cost reduction through strategic resource optimization and reserved capacity planning
- Enhanced overall system performance through comprehensive infrastructure optimization initiatives
- Automated majority of routine administrative work, reallocating substantial time to strategic initiatives

Security & Compliance

- Successfully achieved international security certification for organizational infrastructure
- Dramatically reduced security vulnerabilities through automated scanning and remediation programs
- Implemented zero-trust security architecture protecting enterprise-scale endpoint infrastructure

Team Leadership & Development

- Mentored multiple junior engineers to senior positions through structured development programs
- Reduced incident response times substantially through improved monitoring and process optimization

Innovation & Technology Adoption

- Implemented advanced observability practices, dramatically reducing mean time to resolution
- Pioneered platform engineering approach supporting large community of internal developers

Career Objectives

- Advance to senior technology leadership roles in infrastructure and platform engineering
- Lead digital transformation and cloud adoption initiatives across growing markets
- Develop specialized expertise in emerging infrastructure technologies and architectures
- Contribute to technology communities and open-source ecosystems
- Drive operational excellence through automation and modern engineering practices

 October 20, 2025  October 16, 2025  [Mathew Musango](#)