Peter Nyamukusa - CTNS, CFOS/D, MCSE, CCIP/NP/DP/VP, JNCIS, LINUX+, CCNSE, A+ Curriculum Vitae

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Nationality: Zimbabwean
Sex: Male
Marital status: Married
Born: 24/09/1976
Current Work Permit: Kenya 2 Years renewable
Current Location: Kenya / East Africa

Summary

As a Multi Skilled person I have enjoyed more than six years' experience in the Tourism & Hospitality Industry as a Chief Artist and Computer Graphic Designer with Five Star International Hotel experience in Zimbabwe, Kenya, Indonesia and Mozambique before upscaling my skills and changing my profession to the Technology Industry and holding Director, HOD & C-Level positions. Currently a hands-on Technology Strategic and Business Management Professional with strong Team Management, Project Management, Strategy formulation, Data Communications, Telecommunications & Fiber Optics (Transmission/FTTX), HFC DOCSIS Cable Network, VOICE / VOIP / Linear & IPTV, Satellite Communications (SCP/DVB/iDirect), DTH, Network Engineering, Hardware and Systems Administration Skills who has designed and deployed complex solutions for small to large enterprises, Service Provider Networks, Transit AS, Telcos & Internet Exchange Points and managed large teams across the world. I currently hold multiple leading vendor certifications including Certified Fiber Optic Specialist in Fiber Network Design (CFOS/D) From the Fiber Optic Association, USA and Certified Telecommunications Network Specialist (CTNS) from the Telecommunications Certification Organization (TCO), USA with over 20 years' Industry working experience working across multiple countries including East African, Southern African and European Countries to name a few. Key Achievements include Dual Winner of the Best Terrestrial Project and Project of the Year for Malawi 900+ Km Fiber Build and Virtual Landing Station

Strengths

- Senior Management Experience, HOD / Director / CXO / Board Level.
- CAPEX, OPEX and Business Plan Management & Experience.
- Operation and Strategic Business Management.
- Sales & Marketing
- Product Development and Management
- Business Development
- Results oriented, innovative, customer focused, professional, self-starter, self-confident and reliable.
- Have ability to adhere to timeous responses, deadlines and punctuality.
- I am a well-organized individual who believes in communicating and getting the work done professionally.
- Have strong initiative, sense of confidentiality and a keen eye for detail, as well as excellent interpersonal, business, technical & business management skills that proves to be most valuable assets with vast international experience.
- Currently Managing International Submarine Capacity of about 1000 X STM-1 (1.5Tb) and Several 100G Links on TEAMS submarine as a consortium Member including multiple 100Gbps Links and 180 X STM-1 (28.8Gbps) on SEACOM and EASSy Submarine Cable through strategic Swap Arrangements and Long term IRU.
- Managing Cross Country Long-Haul DWDM, OTN & SDH Backhaul links of over 2Tb Between Uganda, Kenya & Tanzania
- Build over 500K FTTH in Kenya, Tanzania & Uganda offering Triple Play (Internet, TV & VOIP) Residential & SOHO Subscribers on GPON and HFC Cable Network (DOCSIS 3.0)
- Managing over 1K POPs, Colocations and Remote Sites including Facilities, DC Environment Cooling, Power Raw, Generators & Backup, UPS etc.
- Managing and supporting supply chain & procurement
- Currently Managing ZUKU Triple Play with 300K+ Subscribers and offering 100+ Digital TV Channels in three countries, Kenya, Tanzania and Uganda
- Currently Managing ZUKU DTH Platform with 500K+ Subscribers and offering 100+ Digital TV Channels in five countries, Kenya, Tanzania, Uganda, Malawi and Zambia
- Consolidation of Company Business Units / Resources, Mergers and Acquisitions.

Professional Experience

CURRENT EMPLOYER	-	**Wananchi Telecom (Telecoms / VOICE / ISP / ICT / Carrier Business)**
DATE ENGAGED	-	June 2025 up to Now (Current Job)
TITLE	-	**Managing Director (MD)** Reporting to CEO
Business Focus	-	Business to Business
LOCATIONS (Operations)	-	Kenya & Mauritius

Wananchi Telecom - Wananchi Telecom is a "carrier of carriers" infrastructure operator. They were a founder shareholder in the TEAMS undersea fiber optic cable between Mombasa and Fujairah. Today they own dedicated capacity on 3 undersea cables terrestrial cables in the region. They have carrier grade points of presence in London, Nairobi, Dar Es Salaam, Teraco, SA, Kampala, Kigali.

- **Summary:** Dynamic and results-driven with a proven track record in leading Carrier, Telecommunications and Voice businesses across enterprise, wholesale, and carrier segments. Demonstrated ability to drive strategic growth, optimize operations, and deliver financial performance. Key performance highlights include:

  Revenue Management and Growth: protecting current Revenue and growing base through innovate solutions billing & sales models such as hybrid IRU, long / short term leases and value added solutions.

  Profitability: Improved EBITDA margins through cost optimization and high-return CAPEX allocation on Transmission, Enterprise / Wholesale Voice and IP Infrastructure.

  Customer Acquisition & Retention: Led market growth initiatives that increased net subscriber base and reduced churn across B2B and wholesale channels.

  Network Uptime & SLA Compliance: Maintained >99.9% network availability with strict SLA adherence, enhancing customer trust and contract renewals.

  Operational Excellence: Reduced Mean Time to Restore (MTTR) through streamlined incident response processes and proactive monitoring tools.

  Product Innovation: Launched new value-added services (e.g., hosted PBX, CPaaS, voice APIs) enhancing ARPU and market competitiveness.

  Strategic Partnerships: Secured interconnect and roaming agreements with major carriers, boosting international traffic and revenue streams.

  Regulatory Compliance: Delivered license and regulatory compliance across multiple jurisdictions.

  Team Leadership: Fostered high-performance culture, achieving high employee engagement scores and strong management bench strength.

  Governance & Reporting: Ensured timely, data-driven management and board reporting aligned with investor and shareholder expectations.

- **Skills:** Project Planning and Management · Profit & Loss Management · Customer Relationship Management (CRM) · EBITDA · High Level Sales Presentation · Business Development

CURRENT EMPLOYER	-	**Wananchi Group (Triple Play / Cable / Telecoms / VOICE / ISP / ICT / VSAT)**
DATE ENGAGED	-	August 2018 up to Now (Current Job)
TITLE	-	**Managing Director (MD)** Reporting to CEO
Business Focus	-	Business to Business
LOCATIONS (Operations)	-	Kenya, Tanzania, Uganda and Malawi

SimbaNET - SimbaNET provides corporate internet, voice and data services across **Kenya, Uganda and Tanzania**. It specializes in providing high quality SLA guaranteed services to corporate, governmental and institutional customers. They are the leading provider of Internet, MPLS and VSAT data services in the region and have embarked on an aggressive expansion of their fiber network in all major urban areas to reinforce their high bandwidth product offerings.

SimbaNET Malawi has been awarded a USD 20 Million World Bank funded Regional communications Infrastructure Programme Malawi (RCIPMW) contract under the Public Private Partnership (PPP) arrangement. The project aims to improve the quality, availability and affordability of broadband within Malawi for both public and private users, which will be achieved by linking the landlocked country to international submarine fibre-optic cables landing in neighboring Tanzania.
(Source http://mwnation.com/tanzanian-firm-lays-fibre-optic-cable/)

- **Summary:** Visionary and Performance-driven with extensive experience leading Internet Service Provider (ISP) operations focused on delivering high-availability connectivity, managed services, and digital transformation solutions to Enterprise, Corporate, and SME clients. Proven expertise in scaling operations, driving revenue, and building customer-centric strategies. Key leadership achievements include:

  Revenue Management Growth: protecting current Revenue through tailored internet, DATA, MPLS, SD-WAN, and cloud connectivity solutions for enterprise, Corporate and SME clients.

  Customer Expansion & Retention: Spearheaded strategic account management and solution selling, resulting in high-value enterprise and SME customer base

  Network Availability & SLA Delivery: Maintained >99.5% network uptime across Core and Metro infrastructure with high SLA compliance across corporate and enterprise clients.

  Product & Service Innovation: Successfully launched managed Wi-Fi, MPLS VPN, SD-WAN, and Cybersecurity and other

Custom solutions tailored for SME and enterprise segments, increasing ARPU.

Operational Efficiency: High focus on Reducing MTTR and improving first-time resolution through proactive network monitoring, **NOC optimization,** and automation of service workflows.

Strategic Partnerships & Carrier Relations: Developed Key Partnerships with OEMs, negotiated peering and IP transit agreements with regional carriers and IXPs, enhancing service quality and reducing latency.

SME Channel Development: Built SME sales channels, products and partner programs with a focus to grow the SME segment contribution to total revenue.

Financial Management: Improved EBITDA margin through rigorous OPEX control, optimized vendor contracts, and strategic CAPEX planning for last-mile and Core Network upgrades.

Leadership & Culture: continuously building a strong management team and empowered high-performance culture with high employee engagement and low leadership churn.

- **Skills:** Direct Sales · General Management

CURRENT EMPLOYER	-	**Wananchi Group (Triple Play / Cable / Telecoms / VOICE / ISP / ICT / VSAT)**
DATE ENGAGED	-	August 2018 up to Now (Current Job)
TITLE	-	**Group Chief Technical Officer (GCTO)** Reporting to CEO
Business Focus	-	Business to Business & Business to Consumer
LOCATIONS (Operations)	-	Kenya, Tanzania, Uganda, Zambia, UAE, SA and Malawi

WANANCHI GROUP
Wananchi is East Africa's leading home entertainment operator. It is a fully vertically integrated media and telecoms group comprising:

ZUKU TRIPLE PLAY - Network is currently deployed in Tanzania, Uganda, and in Kenya in Nairobi, Mombasa, Nakuru & Kisumu with construction to be extended to the other major cities in East Africa in the next few years. Using a combination of HFC and GPON technologies the company has launched the first real triple play offering in sub Saharan Africa with residential speeds currently up to 500 Mb. The inclusion of high-quality voice services with free unlimited local on-net phone calls is another first on the continent.

ZUKU DTH - Wananchi's DTH satellite PayTV offering, Zuku, offers quality TV service of over 100 channels (both HD and SD) at an affordable prices.

Zuku TV - has successfully launched in Kenya, Tanzania and Uganda and will be rolling out aggressively to other countries in East Africa in the coming years. WANANCHI PROGRAMMING GROUP The programming group was established to create compelling content for the group's Pay TV operations under the Zuku brand

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Wananchi Telecom - Wananchi Telecom is a "carrier of carriers" infrastructure operator. They were a founder shareholder in the TEAMS undersea fiber optic cable between Mombasa and Fujairah. Today they own dedicated capacity on 3 undersea cables terrestrial cables in the region. They have carrier grade points of presence in London, Nairobi, Dar Es Salaam, Kampala, Kigali.

i**Sat** - iSat is a specialized VSAT operator with a pan African footprint. They have customers in over 10 countries in Africa and provide the technical planning, design and support for all the group's VSAT operations as well as the DTH Satellite TV operations.

iSAT Africa Zambia Limited is a Zambian based company and a subsidiary of iSAT Africa Ltd FZC (UAE). iSAT Africa is a fast growing terrestrial and fixed satellite solution service provider in, Zambia, Africa.

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(Source http://mwnation.com/tanzanian-firm-lays-fibre-optic-cable/)

Summary: Responsible for the Groups Technology after Consolidating the Technical Resources, Network and Infrastructure under Wholesale Carrier Business (Wananchi Telecom), Enterprise Business (SimbaNET Kenya, Tanzania, Uganda & Malawi), Satellite (iSAT Kenya, Dubai & Zambia), Cable / DTH Business (Zuku Brand).
The Group CTO is a Senior Executive Manager responsible for the group's technical strategy and strategic management.
Other Key duties include day to day management of:
FTTX, CATV, GPON, HFC Cable Network offering single, dual and triple play services
Transmission Network, SDH, OTN & DWDM Network (Long Haul & Short Haul)
Submarine Cable Network

FTTH Business & Technical Expertise
- Built over 500K Homes HPRFS from 2018 to date (2025) for FTTH Triple Play Service across three countries
- Main achievements include build cost reduction for Network Build of more than 50% for New Areas, Cities, Network Infills & Extensions, Add Tap / Add Core full Turn Key (Services + Material)
- Network Build 100% funded using Internal Free Cash Flow, through various creative methods such as:
  a. BC driven Build within first 3 – 6 months of H1 the year to allow last 6+ months to commercialize at least 25-30% penetration
  b. Lock the contract prices for minimum 2 years in local currency to guard against currency fluctuations
  c. Contracts with 2-3 months credit / terms on invoicing for RFSed HPs
  d. RFSing 50% or less HPs in High HP areas or where there is competition in order to manage build costs
  e. Creating a pool of contractors in order to get good completive prices and good quality
- Maintaining Good Quality Build by enforcing 12 months warranty for network build before handover to internal maintenance team
- Reduced Cost of International bandwidth from $6.00 / Mb to $0.20 / Mbps in order to achieve aggressive package pricing and cost savings.
- Reduced costs of Last mile access infrastructure through aggressive RFPs with OLT / ONU / CPE vendors as well as onboarding multiple vendors in order to stir healthy completion as well as redundancy in the event of vendor related issues
- Reduced costs of Network infrastructure through aggressive Pole Lease agreements, own Poles and some underground builds
- Ensuring all licences (business permits, Wayleaves, County licences etc) are in place for Network Rollout, Maintenance and permits for Sales Agents
- Managing the entire FTTH Business budget including CAPEX, OPEX and sales projections based on buildout
- Ensuring the entire network in running well through 24 X 7 NOC monitoring, internal regionalized inhouse proactive and reactive maintenance teams with 2 hours TAT

Field Ops / Installation / Repair / Equipment / Materials
- Reduced the Installation and shifting SLA from 96 hours to Same Day Installation (12 hours between 6am to 6pm) based on customer payment to closure
- Reduced the Support SLA from 48hours to Same Day (2 hours Support)
- Regionalized contractors per area/region for ease of tracking and enforcement of warranties
- Ensuring enough contractors to meet yearly build out deadlines
- 100% QC Testing and acceptance of New Build areas
- Reduced Subscriber Installation and Support Costs by more than 45% through aggressive RFP Processes
- Enforcement of 6 months warranty for New Installations / Shifting / Support
- 100% QC of all installations / support / shifting by contract internal QCs and at least 20 – 50% by in-house QCs (Cost / Quality Control)
- Ensure Equipment Recovery, Testing and refurbishment of cold churn base through, Contractors, Sales Agents, and customers using various incentives and achieved yearly Target of 15K CPEs recovered, tested, refurbished and successfully redeployed back into the market, saving CAPEX
- Tiered customer support structures from IVR to Helpdesk to Technical Support to Field Engineers

Network Expansion Experience
- Expanding to New Countries, Uganda & Tanzania also expanded to new cities within Kenya including Office space, POPs, backhauls, permits licences, Test phase, GTM and Launch etc under a full BC with self-supporting CAPEX / OPEX.
- Innovative Network Expansion strategies such as B2B Fiber Co-Build to establish backhauls and B2B business then establish B2C FTTH
- Continuous Surveys to identify Network gaps for Network, Infills, Extensions and Expansion to avoid NSR and build within shortest possible time.

P&L and Business Ownership
- Managing Topline / Bottom Line & EBITA
- Ownership of the P&L by ensuring that the budget is maintained this includes variable costs such as, bandwidth, maintenance costs, commissions etc.
- Ensuring that Sales KPI and penetrations target are maintained within my High value and Student areas as per budget
- Maintaining high ARPU in the high Value areas
- Reduced the ROI from 5 years to about one year
- Managing Customer Acquisition Cost in High Value and Student areas

End-to-End Commercial Framework (offer design, pricing, sales, retention, etc.)
- Deigned Offers for High Value and Student areas which include Undergrad Student packages which comes with 3 months discounted subscription, single play offer (Light, Medium & Heavy user) upon validation of student ID. This is a seasonal package based on school calendar with retention strategy to graduate them to full time entry level user on completion of course.
- Designed the Sweet spot product Duo 10 which is a double speed 10Mbps and maintained the same entry level pricing
- Created a New innovate product called Building POP to address Low Value / ARPU areas which will be a game changer in the Kenyan Market that will address many challenges

- Created an additional product using a mini OLT which is open to address a second problem in the market of retention and customer portability

Customer Acquisition & Growth Delivery: Gross Adds/Net Adds/Churn Management/Retention
- Sales activations for high value areas using pop up gazebos, sponsorship of community functions / events (Estate AGMs, Fun days etc.). Permanent Gazebo in Shopping Mauls and other strategic location
- Weekend activations in Churches, Mosques, religious places, sports activities etc
- Sales Team responsible for M1 / M2 Decay before handover to Customer Experience Team for Retention
- Continuously run various retention activities on Hot and Cold Churn base from speed upgrades, discounts
- Actively manage the various loyalty programs for pre-payers such as 6 months and 12 months avoiding FADE

Leadership Style & Regional Fit
- Adaptive Leadership style due to the fast changing industry and uncertain African environment
- Also Servant leadership due to the nature of our industry which is customer centric and people driven culture.
- Extensive Regional Experience working, traveling and managing multiple teams across six countries over a long period of many years both B2B and B2C

Consolidated All Technical Resources as part of 2018 integration for the B2B and B2C
Metro Ethernet, IP / MPLS Network
Enterprise Managed WAN / Security / Systems & Services
Satellite solutions - SCPC/DVB, iDirect, DTH & Broadcast Services
- Fiber & Cable Build, Single Play, Dual Play & Triple play
- Attending Board meetings – Operations, Audit & Finance, Monthly, Quarterly & Budgeting
- Budgeting for the entire group for Technology – CAPEX & OPEX in excess of $100million
- Technology Strategy Formulation and Major Network upgrades / improvement
- Team Management
- Engineering and Facility Management
- Spear heading All the Business Cases within the group to justify to the board for Technology project rollout
- Visionary Leadership
- Customer Management
- Executive Report Management
- Core Network and Systems Management, Expansion & Design
- High Level Project Management
- Product Management
- Security Management
- Fiber Optic & Network Transmission Planning
- SDWAN, Managed Services & IOT
- Information Technology & Information Systems
- Group Capacity Planning
- Maintaining high SLA for sites and facilities, i.e. Power, cooling, Backup, Access control etc.

*Building a great and sustainable technical team across the entire region
*Technical leadership - 100% responsible for the technical team and their delivery.
*Refining the business from an operational point of view.
*Design & Rollout of Managed Services, Apps & Products
*Working closely with the CEO & COO, bringing ideas to the table for the technical and business strategy.
*Providing input on how to build on an already successful product portfolio.
*Successfully rollout IOT, SDWAN, Managed Services & Security as a Service to New & Existing Customers
*KPI's, reporting, adhering to SLAs.
Also, a Patron and Sponsor for Zuku Fiber High Value Customers in Nairobi and Kenya Costal DTH Customers – running the group as a full business unit from Sales / Commercial activities, Customer Retention & Service / Product / Service Offers and Technical. Running various offers and promotions to run the areas profitably and growing the customer base.

PREVIOUS EMPLOYER	-	**Wananchi Business Services Group (Telecoms / VOICE / ISP / ICT / VSAT)**
DATE ENGAGED	-	March 2017 up to July 2018 (1 Year, 7 Months)
TITLE	-	**Chief Technical Officer** Reporting to MD **(50% Regional / International Travel)**
Business Focus	-	Business to Business
LOCATIONS (Operations)	-	Kenya, Tanzania, Uganda, Zambia, UAE, SA and Malawi

WANANCHI BUSINESS SERVICES GROUP
The business services group was established out of the acquisition & creation of various assets since 2008 & currently consists of:

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(Source http://mwnation.com/tanzanian-firm-lays-fibre-optic-cable/)

Summary: The Chief Technical Officer is responsible for all the Technical Entities, Companies and Brands in all the countries of presence establishing the company's as well as Groups technical vision and leading all aspects of the company's technology implementation and Management including Project Roll Out and also responsibly to develop and manage the team. The Chief Technical Officer is the company Senior Executive, playing an integral role in the company's strategic direction, development, and future growth. Key focus areas include:
- Technology Strategy Formulation
- Team Management
- Visionary Leadership
- Customer Management
- Executive Report Management
- Core Network and Systems Management, Expansion & Design
- High Level Project Management
- Product Management
- Security Management
- Fiber Optic & Network Transmission Planning
- Managed Services & IOT
- Information Technology & Information Systems
- Group Capacity Planning
- Engineering Management
- Maintaining high SLA for sites and facilities, i.e. Power, cooling, Backup, Access control etc.

*Building a great and sustainable technical team across the entire region
*Technical leadership - 100% responsible for the technical team and their delivery.
*Refining the business from an operational point of view.
*Design & Rollout of Managed Services, Apps & Products
*Working closely with the MD, bringing ideas to the table for the technical & business strategy.
*Providing input on how to build on an already successful product portfolio.
*Successfully rollout IOT, Managed Services & Security as a Service to New & Existing Customers
*KPI's, reporting, adhering to SLAs.

PREVIOUS EMPLOYER	-	**SimbaNET COM Kenya & Wananchi Telecom Limited Kenya (K)**
		(Telecoms / VOICE / ISP / ICT / VSAT)
DATE ENGAGED	-	July 2014 up to February 2017 **(2Years, 7 Months)**
TITLE	-	**Regional Technical Manager** Reporting to MD & COO **(50% Regional / International Travel)**
Business Focus	-	Corporate, Enterprise & Wholesale
LOCATIONS (Operations)	-	Kenya, Tanzania, Uganda, Zambia, UAE, SA and Malawi

Team Management:
- Distribute and delegate task to Managers and team members across different countries and geographical locations.
- Directing and guiding sales, marketing and finance team as per requirements and company goals. Also guiding the sales and other technical teams while designing and implementation of solutions to customers.
- Motivate team members to improve knowledge/skill, work hard, and maintain company decorum.
- Conflict management.
- Organize and Train on field local staff on new planed task/activities.
- Directing ISP/ANS Sales, Marketing, Finance and Technical team.
- Aligning technical department in line with the business goal and guiding to achieve.
- Directing team to response to customers call and answer their service related query

Customer Management:
- Attend customer meetings when required to satisfy the customer technical requirement or to help sales from technical point of view.
- Interacting with internal and external users/customers to ensure continuous customer satisfaction.
- Directing customer support Helpdesk and implement the system to ensure the quality of support.
- IT consulting to the customers on Network Infrastructure, IP Security, Routing / Switching etc.
- Guiding to preparing RFPs, bid proposals, contracts, Scope of work reports and other documentation for project and associated efforts.
- Understand customer's regional requirements and suggesting and implementing best suited solution.
- Coordination with other Regional teams to facilitate the solution for the customers.

Report Management
- Keep reporting about the activities related to technical and product development to higher management.

- Generate and submission of timely reports.
- Advice Management on the best possible solutions and technologies.

Network Management & Design
- Implement the system and monitoring mechanism within the team to check all key customers traffic utilization to identify any kind of inconsistency in the network, all wireless link availability through SolarWinds, NMS and available tools.
- Ensure that team checks syslog of all customers, email, DNS (primary and secondary), storage servers and ISP core Cisco Routers, L2/L3 switches, firewalls for processor utilization, traffic utilization identify denial of service attack etc.
- Give guideline to team members about prevention technique denial of service attack, vulnerable activities, worm virus activities etc.
- GPON/HFC, IPTV, Broadcasting, Multicasting
- Managing ISP VAS (DNS, Email, WWW, Hosting etc.) for data service.
- Supervise routine maintenance and implement the system for proactive maintenance and fault finding.
- Design and Update IP and VLAN planning for entire network to reduce broadcast domain size and improve efficiency of network resources.
- End to end QoS implementation plan for entire network. Ensuring high uptime (as decided technology wise and product wise) of the entire network
- Designing & implementing Security Solutions Based on Cisco, Juniper, Fortinet, and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Implementation and Management of the MPLS network within and outside the country.
- Design and Management of the MPLS regional network in coordination with other team members.
- Design and Management of the VOIP Soft-Switch and implement Voice/VOIP peering with the various local operators such as TTCL, Zantel, 6Telecoms, Airtel & Vodacom using SIP, E-1 and SS7 with SPC
- Design and Implementation of Inter-carrier L2 & L3 MPLS or NNI peering with partners such as CMC Networks, KDN, Internet Solutions, MTN, TATA etc
- Leading Technical Team Regional Expansion to neighboring countries like Zambia, Burundi, Malawi and Rwanda.

Project Management
- Preparing yearly technical budget for business for expansion and roll out of new projects such as GPON & Metro Fiber, Core Network Expansion, Upcountry expansion, Backhaul & Wireless expansion.
- Fiber Optic & Transmission Network Design and Rollout
- Design and implementation of the entire network across technologies and to take corrective measures with backup solutions including international Capacity on TEAMS, SEACOM & EASSy and Local Capacity on NICTBB & TTCL
- Plan Network expansion, scalability planning after brainstorm within team members and timely implementation.
- Involve the team and supervise the project rollout and implementation.
- Guide team for conduct site survey for new Internet sites and advice appropriate solution.
  Ensures quality control any post installations.
- Negotiating Vendors, Outsourcers and Contractor to secure infrastructure-specific products and services.
- Planning and timely Deployment of various projects like WiMAX Expansion, New PoP's, Fiber roll out, and others.
- Planning for authentication (AAA) and IP for entire network and also supporting the ERP implementation technically.
- Manage and expand the data centre with best possible tools and systems within the available resources.
- Design and Implementation of the entire MPLS network across the region (EAST Africa and Beyond)
- Work very closely with the teams in Kenya and Uganda to achieve the technical objectives laid out time to time.
- Work and coordinate with other technology and service providers for the timely roll out within and outside the region.
- Choose and implement the best technology in the available resources in tandem with the other regional teams.
- Advise the long-term benefits of the chosen solution or technology.
- Preparing Bids, and Major Tenders / RFPs
- Managing the Project Team ensuring all projects are executed on time and project resources are managed as per budget
- Coordinate with other regional members.
- Submission of timely reports. Weekly/Monthly/Quarterly on all projects.
- Roll out of the Voice soft Switch as well as coordinating with vendors.

Product Management
- Formulating and carrying out the technical bylaw and detailed rules
- Being responsible for the development and innovation of products, creating and implementing the quality system, the standardization and quantitative management of the company
- Doing technical analysis and quality analysis regularly, being responsible for avoiding and remedying the mistakes of products and guiding the supervision of unqualified products
- Ensure all permits, Type Approvals or licenses are obtained from the various authorities to support new and existing products and services offered by the organization.

Systems Design, Administration, Management and Engineering
- Designing, Installing and standardizing All Email Systems within the group, this Includes POP Services (Zimbra) SMTP and Email antivirus / mail scanning Servers.
- Designing and installing Provisioning systems used to authenticate pre-paid servers using systems such as Radius, PPP
- Designing and Installing DNS Bind and name resolvers (LINUX / UNIX Based)
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Designing and standardizing Office Domain systems based on Active directory Services
- Rollout of Customer based Core services such as C-Panel based Email, Name Services and Web-hosting platforms

- Roll out of entire Group IT & Information Systems such as ERP, Accounting, Intranet, OS, Antivirus other tools & portals to increase efficiency
- Managing and standardization of all network monitoring systems such as NPM, ECI & Tejas NMS

PREVIOUS EMPLOYER	-	**SimbaNET Tanzania (T) Ltd – Public Data Operator / ISP**
DATE ENGAGED	-	March 2012 – June 2014 **(2Years, 3Months)**
TITLE	-	**Regional Technical Manager** Reporting to MD & GM **(40% Regional / International Travel)**
Business Focus	-	Corporate & Enterprise
LOCATIONS (Operations)	-	Kenya, Tanzania and Uganda

Team Management:
- Distribute and delegate task to Managers and team members across different countries and geographical locations.
- Directing and guiding sales, marketing and finance team as per requirements and company goals. Also guiding the sales and other technical teams while designing and implementation of solutions to customers.
- Motivate team members to improve knowledge/skill, work hard, and maintain company decorum.
- Conflict management.
- Organize and Train on field local staff on new planed task/activities.
- Directing ISP/ANS Sales, Marketing, Finance and Technical team.
- Aligning technical department in line with the business goal and guiding to achieve.
- Directing team to response to customers call and answer their service related query

Customer Management:
- Attend customer meetings when required to satisfy the customer technical requirement or to help sales from technical point of view.
- Interacting with internal and external users/customers to ensure continuous customer satisfaction.
- Directing customer support Helpdesk and implement the system to ensure the quality of support.
- IT consulting to the customers on Network Infrastructure, IP Security, Routing / Switching etc.
- Guiding to preparing RFPs, bid proposals, contracts, Scope of work reports and other documentation for project and associated efforts.
- Understand customer's regional requirements and suggesting and implementing best suited solution.
- Coordination with other Regional teams to facilitate the solution for the customers.

Report Management
- Keep reporting about the activities related to technical and product development to higher management.
- Generate and submission of timely reports.
- Advice Management on the best possible solutions and technologies.

Network Management & Design
- Implement the system and monitoring mechanism within the team to check all key customers traffic utilization to identify any kind of inconsistency in the network, all wireless link availability through SolarWinds, NMS and available tools.
- Ensure that team checks syslog of all customers, email, DNS (primary and secondary), storage servers and ISP core Cisco Routers, L2/L3 switches, firewalls for processor utilization, traffic utilization identify denial of service attack etc.
- Give guideline to team members about prevention technique denial of service attack, vulnerable activities, worm virus activities etc.
- Managing ISP VAS (DNS, Email, WWW, Hosting etc.) for data service.
- Supervise routine maintenance and implement the system for proactive maintenance and fault finding.
- Design and Update IP and VLAN planning for entire network to reduce broadcast domain size and improve efficiency of network resources.
- GPON/HFC, IPTV, Broadcasting, Multicasting
- Fiber Optic & Transmission Network Design and Rollout
- Designing & implementing Security Solutions Based on Cisco, Juniper, Fortinet, and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- End to end QoS implementation plan for entire network. Ensuring high uptime (as decided technology wise and product wise) of the entire network.
- Implementation and Management of the MPLS network within and outside the country.
- Design and Management of the MPLS regional network in coordination with other team members.
- Design and Management of the VOIP Soft-Switch and implement Voice/VOIP peering with the various local operators such as TTCL, Zantel, 6Telecoms, Airtel & Vodacom using SIP, E-1 and SS7 with SPC
- Design and Implementation of Inter-carrier L2 & L3 MPLS or NNI peering with partners such as CMC Networks, KDN, Internet Solutions, MTN, TATA etc.
- Leading Technical Team Regional Expansion to neighboring countries like Zambia, Burundi, Malawi and Rwanda.

Project Management
- Preparing yearly technical budget for business for expansion and roll out of new projects such as GPON & Metro Fibre, Core Network Expansion, Upcountry expansion, Backhaul & Wireless expansion.
- Design and implementation of the entire network across technologies and to take corrective measures with backup solutions including international Capacity on TEAMS, SEACOM & EASSy and Local Capacity on NICTBB & TTCL
- Plan Network expansion, scalability planning after brainstorm within team members and timely implementation.
- Involve the team and supervise the project rollout and implementation.
- Guide team for conduct site survey for new Internet sites and advice appropriate solution.
  Ensures quality control any post installations.
- Negotiating Vendors, Outsourcers and Contractor to secure infrastructure-specific products and services.

- Planning and timely Deployment of various projects like WiMAX Expansion, New PoP's, Fiber roll out, and others.
- Planning for authentication (AAA) and IP for entire network and also supporting the ERP implementation technically.
- Manage and expand the data centre with best possible tools and systems within the available resources.
- Design and Implementation of the entire MPLS network across the region (EAST Africa and Beyond)
- Work very closely with the teams in Kenya and Uganda to achieve the technical objectives laid out time to time.
- Work and coordinate with other technology and service providers for the timely roll out within and outside the region.
- Choose and implement the best technology in the available resources in tandem with the other regional teams.
- Advise the long term benefits of the chosen solution or technology.
- Preparing Bids, and Major Tenders / RFPs
- Managing the Project Team ensuring all projects are executed on time and project resources are managed as per budget
- Coordinate with other regional members.
- Submission of timely reports. Weekly/Monthly/Quarterly on all projects.
- Roll out of the Voice soft Switch as well as coordinating with vendors.

Product Management
- Formulating and carrying out the technical bylaw and detailed rules
- Being responsible for the development and innovation of products, creating and implementing the quality system, the standardization and quantitative management of the company
- Doing technical analysis and quality analysis regularly, being responsible for avoiding and remedying the mistakes of products and guiding the supervision of unqualified products
- Ensure all permits, Type Approvals or licenses are obtained from the various authorities to support new and existing products and services offered by the organization.

Systems Design, Administration, Management and Engineering
- Designing, Installing and standardizing All Email Systems within the group, this Includes POP Services (Zimbra) SMTP and Email antivirus / mail scanning Servers.
- Designing and installing Provisioning systems used to authenticate pre-paid servers using systems such as Radius, PPP
- Designing and Installing DNS Bind and name resolvers (LINUX / UNIX Based)
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Designing and standardizing Office Domain systems based on Active directory Services
- Rollout of Customer based Core services such as C-Panel based Email, Name Services and Web-hosting platforms
- Roll out of entire Group IT & Information Systems such as ERP, Accounting, Intranet, OS, Antivirus other tools & portals to increase efficiency
- Managing and standardization of all network monitoring systems such as NPM, ECI & Tejas NMS

PREVIOUS EMPLOYER	-	**SimbaNET Tanzania (T) Ltd – Public Data Operator / ISP**
DATE ENGAGED	-	April 2010 March 2012 **(2 Years)**
TITLE	-	**Head of Technical** Reporting to General Manager
Business Focus	-	Corporate & Enterprise
LOCATION	-	Dar es Salaam, Tanzania

SimbaNET (T) Limited is a Licensed Public Data Operator with National and International Applications License specialized in providing high speed data and Internet connectivity via Submarine Optic Fiber. The last mile connectivity is delivered either by using latest Broadband Wireless media under a licensed band, or direct physical Fiber Connectivity. In remote connectivity instances, solutions which can be deployed include proven VSAT HUB platforms, TDMA, SCPC/DVB Solutions, with full system integration using routers etc. SimbaNET has been in the business for over 11 years and currently houses 100 staff with an annual turnover of $10M

KEY RESPONSIBILITIES ARE TO - *To manage and advance the network so as to cater for envisioned growth in volume of traffic as well as variety of traffic. Managing a 35+ strong team of engineers this includes but is not limited to:*

- To be the Key point of responsibility for the whole network and its supreme well-being.
- Designed and set up IP / MPLS / VPLS Network running on Cisco ASR's Routers and Juniper Routers
- To analyze points of control for service delivery and work to include strong transparent and easy to monitor / control system for services being delivered which is used to analyze revenue for financial audit purposes as well as assist in easy of collections.
- Planning and designing Strategic direction for the country wide WiMAX and Fibre Optic Network & Backhaul Rollout
- Managing Dark Fibre and Microwave Backhaul and customer Links
- Fiber Optic & Transmission Network Design and Rollout
- GPON, IPTV, Broadcasting, Multicasting
- Planning and designing GPON Ring Network for Dar es Salaam and Regional Cities
- Planning and designing the company's product portfolio and VAS (IP/MPLS, VOIP & Telecoms, 3G-Mobile, WiFi)
- Managing and maintaining the organizations VSAT Capacity & contracts (SCPC/DVB, local HUBs & VNO KU & C-Band)
- Managing and maintaining International Fibre Capacity & peering on Seacom, TEAMS and EASSy
- Designing, Supporting & implementing Security Solutions Based on Cisco, Juniper, Fortinet, and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Managing regional Capacity and Links on NICTBB Fibre Network, TTCL links and upcountry POP expansion
- To plan manage change to the network. (Upgrades, Maintenance, Change Management, Network Expansion)
- Managing technical and service delivery staff (hiring, terminating, restructuring, training, PMP, motivating and mentoring

- Budgeting and Controlling Resources, Capex and Opex.
- Play a key role in product development from R&D to building it and presenting to Sales for marketing & sales
- To assist and conduct key sales so as to boost key revenue as well as to train the sales team
- To oversee customer feedback and analyze root causes so that they are addressed
- To continuously plan for redundancy and backup options to ensure maximum possible uptime and reliability
- Timely weekly, monthly, quarterly, and annual reports
- Designing, Installing and standardizing Email Systems, this Includes POP Services (Zimbra) SMTP and Email antivirus / mail scanning Servers.
- Designing and installing Provisioning systems used to authenticate pre-paid servers using systems such as Radius, PPP
- Designing and Installing DNS Bind and name resolvers (LINUX / UNIX Based)
- Designing and standardizing Office Domain systems based on Active directory Services
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Rollout of Customer based Core services such as C-Panel based Email, Name Services and Web-hosting platforms
- Roll out of IT & Information Systems such as ERP, Accounting, Intranet, OS, Antivirus other tools & portals to increase efficiency
- Managing and standardization of all network monitoring systems such as NPM and other monitoring systems

PREVIOUS EMPLOYER	-	**Africa Online Holdings – Group Head Office, ISP/ICT/PAB**
DATE ENGAGED	-	December 2009 up to March 2010 **(4months)**
TITLE	-	**Group Head – Networks & Infrastructure** Reporting to Group CEO
Business Focus	-	Corporate & Enterprise
LOCATION	-	Kenya, Tanzania & travel within Africa

Africa Online Holdings Ltd. operates as an Internet service provider in Africa. The company offers dial-up access to the Internet and electronic mail accounts, and leased line services, as well as VSAT connectivity, DSL, WAN, and VPN services. Its customers include home users, small and medium sized enterprises, and corporate companies. The company was founded in 1994 and is based in Nairobi, Kenya. As of February 23, 2007, Africa Online Holdings Ltd. is a subsidiary of **Telkom SA Ltd**

KEY RESPONSIBILITIES ARE TO - Continually evaluating group's network, projects and systems infrastructure and make changes to improve performance, security and service availability. This includes but is not limited to:
- Plan and design the Africa Online's group Network Infrastructure across, eight African countries, London Internet Exchange POP (UK) and Boston POP (USA)
- Plan and procure bulk Bandwidth for the entire Group on SEACOM & TEAMS Fibre & Vsat and its POPs
- Responsible for reporting and maintaining the groups KPIs and KQIs
- Run and Manage the CTO's office and Review, summarize and analyze Monthly Technical Reports from each countries Technical Manager for submission to the Group CEO and Telkom South Africa's Group MD
- Compile Telkom's MD's Report on a monthly basis
- Designing, Supporting & implementing Security Solutions Based on Cisco, Juniper, Fortinet, and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Manage LINX POP and network, Africa Online Holding Corporate Office in Nairobi and Group's VSAT Hub in Europe
- Infrastructure Performance and Optimization for the Entire group
- Technical Support and Advisory for the group's operations
- Fault Management & Disaster Recovery
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Visiting the various Group operations across the world to conduct Audits and implement Technical standards
- Design, Implementation and Management of a global IP, MPLS-VPN and VPLS network to span across Africa and Europe
- Design of an Africa / Europe wide VOIP network ensuring QoS
- RF Planning and Optimization
- Monthly Reporting.
- Supporting and designing solutions for the Pan Africa Business Unit (PAB)

PREVIOUS EMPLOYER	-	**Africa Online Tanzania LTD - ISP/ICT**
DATE ENGAGED	-	February 2008 up to November 2009 **(1year, 9months)**
TITLE	-	**Technical Manager** Reporting to General Manager
Business Focus	-	Corporate & Enterprise
LOCATION	-	Dar es Salaam, Tanzania

Africa Online Holding Ltd., sometimes abbreviated to AFOL, is the largest Internet Service Provider (ISP) in Africa. Based in Nairobi, Kenya, it offers Internet access and operates in ten Africa countries, including Cote d'Ivoire, Ghana, Namibia, Swaziland, Tanzania, Uganda and Zimbabwe. Services provided by Africa Online include dial-up Internet access, leased line services, e-mail accounts, VSAT connectivity, DSL, WAN and VPN for private and business customers. In 2007 it has become a subsidiary of **Telkom South Africa**

KEY RESPONSIBILITIES ARE TO - Continually evaluating current network, projects and systems infrastructure and make changes to improve performance, security and service availability. This includes but is not limited to:
- Design, monitor and manage Internet backbone circuits, regional links and local peering.
- Install and Manage production equipment including microwave Harris Stratex backhaul links, Iburst & WiMAX Access networks, local and regional VSATs, UPS, Generators, systems & network equipment, MPLS/QOS Core, Cisco Call Manager Express (CME), H323 & DigiTalk Class 4/5 VOIP Network etc

- Manage International, regional & local bandwidth & other resources utilized for service delivery to customers
- Developing and implementing technical operational procedures to ensure business continuity.
- Design and develop redundancy and other backup and disaster recovery policies and procedures.
- Develop and maintain a support structure for all corporate clients that will ensure timely deployment of corporate network solutions and timely resolution of customer queries & support in Dar es Salaam, Regional POPs & neighboring countries.
- Designing, Supporting & implementing Security Solutions Based on Cisco, Juniper, Fortinet, and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Infrastructure, Network and Systems planning in line with Africa Online Tanzania's business plan.
- Explore & identify new business opportunities in line with technological developments in ISP & Telco industries.
- Develop appropriate relationships with people who influence the ISP industry such as Telco's, industry regulatory bodies.
- Ensure technical implementations are in conformity with regulatory and policy requirements.
- Dealing with hardware and software vendors and external contractors and suppliers for cost effective procurement of technical goods and services.
- Effectively overseeing and managing the day to day running of the Network Operation Center (NOC), Service Delivery Team, Projects, Regional and local POPs and Base Stations by developing and deploying effective network monitoring, HR Management, network management tools and environmental control and monitoring
- Managing technical and service delivery staff (hiring, terminating, restructuring, training, PMP, motivating and mentoring).
- Budgeting (Capex/Opex) and controlling resources and major Technical Projects.
- Provide third level support to systems administrators, network engineers, telecommunications engineers & technical support to all departments.
- Management reporting on a timely basis.
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Helping the Sales Department find the best solutions for prospective customers.
- Helping the sales team close major sales deals.
- Train, coach and motivate the team by personal example through the achievement of personal targets and commitment to the team's objectives.
- Install, manage support and maintain Telkom SA customers VSAT links in Tanzania and neighboring countries.
- Group work Include: designing, support and deploying solutions across the other eight countries such as MPLS, VPN, IGP, IPv6, Technical Audits, Network, Systems design and support etc.
- Designing, Installing and standardizing Email Systems, this Includes POP Services (Zimbra) SMTP and Email antivirus / mail scanning Servers such as Pure Message
- Designing and installing Provisioning systems used to authenticate pre-paid servers using systems such as Radius, PPP
- Designing and Installing DNS Bind and name resolvers (LINUX / UNIX Based)
- Designing and standardizing Office Domain systems based on Active directory Services
- Rollout of Customer based Core services such as C-Panel based Email, Name Services and Web-hosting platforms

- Roll out of IT & Information Systems such as ERP, Accounting, Intranet, OS, Antivirus other tools & portals to increase efficiency
- Managing and standardization of all network monitoring systems such as NPM and other monitoring systems

PREVIOUS EMPLOYER	-	**Africa Online Swaziland PTY - Internet Service Provider (ISP)**
DATE ENGAGED	-	January 2007 to February 2008 **(1year, 2months).**
TITLE	-	**Technical Manager** Reporting to General Manager
Business Focus	-	Corporate & Enterprise
LOCATION	-	Mbabane, Swaziland

KEY RESPONSIBILITIES ARE TO - Continually evaluate network, projects and systems infrastructure and make changes to improve network performance, security and service availability. This includes but is not limited to:
- Monitor and manage Internet backbone circuits (primary and backup), local & international peering.
- Manage production network routers and switches, servers, dial-in access servers, telecoms lines (voice & data), power supply (mains, UPS & generator), local terrestrial links and satellite links.
- Manage International and local bandwidth and other such resources utilized for service delivery to customers.
- Developing and implementing technical operational procedures to ensure business continuity.
- Design and develop redundancy and other backup and disaster recovery policies and procedures.
- Develop and maintain a support structure for all corporate clients that will ensure timely deployment of corporate network solutions and timely resolution of customer queries.
- Designing, Supporting & implementing Security Solutions Based on Microsoft ISA, Check Point, Endian Firewall, Smooth Wall, Cisco, Juniper, Fortinet, Linux / UNIX Firewalls and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Network and Systems planning in line with Africa Online Swaziland's business plan.
- Explore & identify new business opportunities in line with technological developments in ISP & Telco industries.
- Develop appropriate relationships with people who influence the ISP industry such as Telco's, industry regulatory bodies.
- Ensure technical implementations are in conformity with regulatory and policy requirements.
- Dealing with hardware and software vendors and external contractors for cost effective procurement of technical goods, services. and solutions
- Effectively overseeing and managing the day to day running of the Network Operation Center (NOC) by developing and deploying effective network monitoring and management tools.
- Effectively overseeing and managing the day to day running of the Customer Support Department (CS)
- Managing technical staff (hiring, terminating, restructuring, training, PMP, motivating and mentoring).

- Provide third level support to systems administrator, network engineer & technical support to all departments.
- Management reporting on a timely basis
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Budgeting (Capex/Opex) and controlling resources and major Technical Projects
- Helping the Sales Department find the best solutions for prospective customers.
- Helping the sales team close major sales deals
- Train, coach and motivate the team by personal example through the achievement of personal targets and commitment to the team's objectives
- Install, manage and maintain Telkom SA customers VSAT links in Mozambique, Lesotho and Swaziland
- Group work Include: designing and deploying solutions across the other eight countries
- Designing, Installing and standardizing Email Systems, this Includes POP Services (Zimbra) SMTP and Email antivirus / mail scanning Servers such as Pure Message
- Designing and installing Provisioning systems used to authenticate pre-paid servers using systems such as Radius, PPP
- Designing and Installing DNS Bind and name resolvers (LINUX / UNIX Based)
- Designing and standardizing Office Domain systems based on Active directory Services
- Rollout of Customer based Core services such as C-Panel based Email, Name Services and Web-hosting platforms
- Roll out of IT & Information Systems such as ERP, Accounting, Intranet, OS, Antivirus other tools & portals to increase efficiency
- Managing and standardization of all network monitoring systems such as NPM and other monitoring systems

PREVIOUS EMPLOYER	-	**Africa Online Zimbabwe - Internet Service Provider (ISP)**
DATE ENGAGED	-	July 2005 to January 2007 **(1year, 7months)**
TITLE	-	**Senior Systems Administrator** Reporting to Technical Manager
Business Focus	-	Corporate & Enterprise
LOCATION	-	Harare, Zimbabwe

KEY RESPONSIBILITIES ARE TO - Install, manage and monitor Backbone Systems and provide support to corporate clients. This includes:
- Install, manage and secure primary and secondary Bind DNS servers with redundancy ensuring 100% availability
- Install, manage and monitor redundant incoming and outgoing mail servers, POP, PMX anti-spam and antivirus servers ensuring fast and efficient mail service to Africa Online's customers
- Designing, Supporting & implementing Security Solutions Based on Microsoft ISA, Check Point, Endian Firewall, Smooth Wall, Cisco, Juniper, Fortinet Linux / UNIX Firewalls and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Install, manage and maintain Web, Radius Authentication, Database, Cisco AS5300 & 3 Com NAS dialup servers
- Develop and maintain a support structure for all corporate clients that will ensure timely deployment of corporate systems and network solutions and timely resolution of customer queries.
- Provide second level support to team engineers
- Systems planning in line with Africa Online Zimbabwe's business plan.
- Provide technical support to all departments and manage the LAN
- System performance reporting on a timely basis
- Provide support for Last Mile Wireless solutions such as Point to Point Radios, UHF, Fibre Optic.
- Install and manage customer Satellite solutions including DVB Satellite downlink, SCPC/DVB, IDirect shared VSAT
- Systems Backup and Recovery implementation and design
- Provide and resolve second level customer support issues
- Training, Induction and Mentoring Team Engineers

PREVIOUS EMPLOYER	-	**Africa Online Zimbabwe - Internet Service Provider (ISP)**
DATE ENGAGED	-	July 2004 to June 2005 **(1 Year)**
TITLE	-	**Core Network Engineer** Reporting to Technical Manager
Business Focus	-	Corporate & Enterprise
LOCATION	-	Harare, Zimbabwe

KEY RESPONSIBILITIES ARE TO - Design, install, manage and monitor Network Backbone Infrastructure. This includes:
- Design, Setup, Manage and maintain peering sessions using BGP and IGPs such as IS-IS and OSPF
- Install, configure and provision Point to Point Leased Line, Ethernet Links, Frame-Relay Links, Fibre Optic Links, UHF Cable Modem , 2.4 Ghz Alvarion Breezecom and Arpeto Pre Wimax Point to Point and Point to Multi point Radios
- Manage and maintain Layer 2 Switching using STP, VLANS, ISL, Dot1q, VTP and etherchannel
- Manage IPv4 and IPv6 Address space using NorthStar & maintaining objects in AFRNIC and RIPE Database
- Designed, setup and managed IP / MPLS core network using LDP, OSPF and MP-BGP
- Designing, Supporting & implementing Security Solutions Based on Microsoft ISA, Check Point, Endian Firewall, Smooth Wall, Cisco, Juniper, Fortinet, Linux / UNIX Firewalls and Cyberoam
- Designing IP-VPN and Remote Access Solutions.
- Manage and monitor international, local bandwidth, implement traffic engineering and bandwidth management using MRTG, Cricket, Cisco Netflow and ET Bandwidth manager
- Monitor network using Solarwinds Orion NPM, Smokeping and What's up Gold
- Provide support for customer's Last Mile solutions such as Fibre Optic Links, Leased lines & Wireless Links
- Network planning in line with Africa Online Zimbabwe's business plan.
- Network performance reporting on a timely basis

- Install and manage Network Backbone Satellite solutions including DVB, SCPC/DVB & Inclined Orbit etc.
- Deploy Network Backup and Recovery methods and implement network security and Firewall Administration
- Design and manage and maintain VOIP network ensuring end to end Quality of Service (QoS)
- IPv6 Design and Implementation 6 to 4 Tunnels

PREVIOUS EMPLOYER	-	**New Horizons Computer Learning – IT Training & Certification**
DATE ENGAGED	-	January 2004 to December 2006 **(3 Years)**
TITLE	-	**Part Time Technical Trainer** Reporting to Training Manager
Business Focus	-	Training & Education
LOCATION	-	Harare, Zimbabwe

New Horizons is the world's largest independent IT training company with 300 centers in 70 countries and offers an extensive selection of vendor-authorized training and certifications for top technology providers such as Microsoft, Cisco, CompTIA and VMware. In fact, they are Microsoft's largest training provider, delivering more than 40% of all authorized Microsoft training worldwide; the largest Cisco-authorized training partner with courses available at 250 centers worldwide; and the largest authorized provider of CompTIA training and certification in the world

KEY RESPONSIBILITIES ARE TO - Teach, coach and mentor students and help them achieve highly sought-after industry certification and advanced IT skills, courses taught include:
- 5 Day INTRO and ICND courses in preparation for Cisco CCNA (Routing & Switching)
- Microsoft Certified Systems Engineer (MCSE) Certification
- 10 Day CompTIA A+ Core Hardware and Operating Systems Technologies (Computer Service Technician)
- Linux System Administration and Network Engineering

PREVIOUS EMPLOYER	-	**Sheraton Harare Hotel & Towers L***** - Hospitality**
DATE ENGAGED	-	January 2003 to June 2004 **(1year, 6months)**
TITLE	-	**Deputy IT Manager& Systems Administrator** Reporting to IT Manager
Business Focus	-	Tourism & Hospitality
LOCATION	-	Harare, Zimbabwe

In its garden setting, the 309 roomed Sheraton Harare Hotel & Towers is a luxurious 5-star International hotel situated in Zimbabwe's capital, 17 km from Harare Airport and 1 km from the center of town. The hotel is adjacent to the Harare International Conference Centre, the largest and most sophisticated conference facility in Southern Africa with a seating capacity of 4500.

KEY RESPONSIBILITIES ARE TO - Design, manage and monitor Network Infrastructure and Information Systems in an Enterprise Environment across the country. This includes:
- Coordinate and manage the day to day activities of the IT helpdesk
- Provide technical support for 200+ desktop computers and Laptops with over 300 users
- Database Management running on Micros Fidelo / Oracle
- Provide support for Business Applications such as SAP, Omicron Accounting, Payroll etc
- Provide support for mail, proxy and Internet gateways – Squid, Lotus CC-mail, MS Exchange 5.5 etc.
- Provide support for Frame Relay, X.25, leased lines circuit and Alvarion 2.4 GHz Point to Point radio link
- Manage and design Integrated Novell Netware 4.1 and Windows NT4.0/2000 Directory services
- Administer network infrastructure and security including Cisco Routers, Switches, PIX 501 Firewall
- Desktop and Server OS and Application support and maintenance
- User training and basic IT skills coaching
- Administering and supporting Point of Sale (POS) systems running on SCO Unix with SQL Database
- Administering Hospitality Management system running Micros Fidelio Database System on Novell Netware platform, providing front office, back office, purchasing, receiving, engineering and general stores applications
- Managing PABX and Electronic Ving card door system and Interface into Micros Fidelio Database
- Administering online Reservation system running on Unix over VPN connection
- Administering LAN and WAN and providing support to all departments
- Backup and IT Contingency Plan Design, restoration and testing
- Conducting Network, Systems & Security Audits
- Engineering & Network Facilities Management, i.e. Power, Cooling, Access Control, Backup and UPS
- Weekend and Night duty Manager overseeing and all Hotel activities representing the Hotel General Manager
- Coordinating with vendors and suppliers for Technical goods and services

PREVIOUS EMPLOYER	-	**Sheraton Harare Hotel & Towers L***** - Hospitality**
DATE ENGAGED	-	January 1998 to December 2002 **(5 Years)**
TITLE	-	**Chief Artist** & **Computer Graphic Designer** Reporting to F&B Director
Business Focus	-	Tourism & Hospitality
LOCATION	-	Harare, Zimbabwe

KEY RESPONSIBILITIES ARE - Running and Managing the Art & Creativity Department. This includes:
- Website Design & Maintenance using HTML & MS Publisher, Scanning & Image processing
- Design Flyers, Adverts, Internal Newsletters & Menus using Corel Draw, Photo Shop & Illustrator
- Fruit and Vegetable, Butter, Chocolate and Ice Sculpting

- Creative Design and Decoration to maintain five-star international standards
- Departmental Procurement and Budget control and planning
- Attending to management meetings and timely reporting

PREVIOUS EMPLOYER	-	**Sheraton Harare Hotel & Towers L***** - Hospitality**
DATE ENGAGED	-	January 1997 to December 1997 **(1 Year)**
TITLE	-	**Artist** Reporting to Chief Artist
Business Focus	-	Tourism & Hospitality
LOCATION	-	Harare, Zimbabwe

KEY RESPONSIBILITIES ARE - Art & Decoration. This includes:
- Fruit and Vegetable, Butter, Chocolate and Ice Sculpting
- Creative Design and Decoration to maintain five-star international standards

Short Term International Assignments:

PREVIOUS EMPLOYER	-	**Hotel Mozambique L*** - Hospitality**
DATE ENGAGED	-	2002 **(1Month)**
TITLE	-	**Chief Artist** Reporting to GM
Business Focus	-	Tourism & Hospitality
LOCATION	-	Maputo, Mozambique

KEY RESPONSIBILITIES ARE – Cross Training:
- Fruit and Vegetable, Butter, Chocolate and Ice Sculpting
- Creative Design and Decoration to maintain international standards

PREVIOUS EMPLOYER	-	**Gran Melia L***** - Hospitality**
DATE ENGAGED	-	2001 **(1Month)**
TITLE	-	**Chief Artist** Reporting to F&B Director
Business Focus	-	Tourism & Hospitality
LOCATION	-	Jakarta, Indonesia

KEY RESPONSIBILITIES ARE – Cross Training:
- Fruit and Vegetable, Butter, Chocolate and Ice Sculpting
- Creative Design and Decoration to maintain five-star international standards

PREVIOUS EMPLOYER	-	**Block Hotels Nairobi & Naivasha L***** - Hospitality**
DATE ENGAGED	-	2000 **(1Month)**
TITLE	-	**Chief Artist** Reporting to Executive Chef
Business Focus	-	Tourism & Hospitality
LOCATION	-	Nairobi, Kenya

KEY RESPONSIBILITIES ARE – Cross Training:
- Fruit and Vegetable, Butter, Chocolate and Ice Sculpting
- Creative Design and Decoration to maintain five-star international standards

Education

- Master of Science Computer Science and International Business (MSc)   (ongoing)
  - University of Cumbria
- Bachelor of Business Administration *(BBA)*   - Suspended due to relocation   (Suspended)
  - Swiss Management Center University, *Zug, Switzerland*
- Masters of Business Administration Program *(Mini-MBA)*   2021
  - International Business Management Institute, *Berlin, Germany*
- Certificate in **Economics and International Business**   2020
  - International Business Management Institute, *Berlin, Germany*
- Certificate in **Finance and Accounting**   2021
  International Business Management Institute, *Berlin, Germany*
- Certificate in **Human Resource Management**   2021
  International Business Management Institute, *Berlin, Germany*
- Certificate in **Marketing and Communication**   2021
  International Business Management Institute, *Berlin, Germany*
- Certificate in **Strategy and Operations**   2021
  International Business Management Institute, *Berlin, Germany*
- Certificate in **Essential Management Skills**   2021
  International Business Management Institute, *Berlin, Germany*
- Advanced Professional Certificate in **Strategic Business Management**   2020

- o   Metropolitan School of Business and Management UK – Certificate No 2006349
- Professional Certificate in **Information Technology for Business Organization**   2020
  - o   Metropolitan School of Business and Management UK – Certificate No 2006933
- Professional Certificate in **Customer Service Skills** (Pillars of Customer Service)   2020
  - o   Metropolitan School of Business and Management UK – Certificate No 2006932
- Bachelor of Computer Science *(Bsc)* – Kampala International University, *Dar es Salaam Campus* (Suspend due to relocation)
- Diploma in Project Management (International Training Associates)   2007
- Advanced Diploma in Business Administration & Management (International Training Associates)   2007
- City & Guilds London – Technical Diploma in Microcomputer Technology   (Part 1 – Part 3)   2003-5
- City & Guilds London - Certificate in Microcomputer Systems Installation & Maintenance   2002
- National Certificate in Computer Studies,   2001-2
- Third Level Group Diploma in Marketing – (London Chamber of Commerce)   1999-00
- Cambridge GCE Advanced Level   - 3 Passes   1995
- Cambridge GCE Ordinary Level   - 6 Passes   1993

Professional Qualifications

- Re - Certified Fiber Optic Specialist & Technician (CFOS/D / CFOT)   2025
- Re - Certified Fiber Optic Specialist & Technician (CFOS/D / CFOT)   2022
- Re - Certified Fiber Optic Specialist & Technician (CFOS/D / CFOT)   2019
- Fortinet Network Security Expert NSE-4 (level 4)   (ongoing)
- Fortinet Network Security Expert NSE-3 (level 3)   2017
- Fortinet Network Security Expert NSE-2 (level 2)   2017
- Fortinet Network Security Expert NSE-1 (level 1)   2017
- Re-certified CCNA   2016
- Re-certified JNCIA (JUNOS)   2016
- Certified Telecommunications Network Specialist (CTNS) – Teracom Training Institute, *USA*   2013-14
- Prince2 (Projects in Controlled Environments 2) Foundation Certification   2014
- Certified Fiber Optic Specialist (CFOS/D) - Fiber Network Design Specialist   2013
- Basic Satellite News Gathering (SNG) Operations – SlingPath *(Certification No 1899)*   2013
- SBCA – SB 102 RF & DC Theory for Satellite System   2012
- Global VSAT Forum – GVF521 Practical Techniques for VSAT Professionals   2012
- Global VSAT Forum – GVF520 Satcom Fundamentals   2012
- Global VSAT Forum – GVF510 Core Skills for VSAT Professional   2012
- SolarWinds Certified Professional (SCP) – *Network Performance Monitoring*   2012
- Cisco Certified Network Professional (CCNP) – Routing & Switching   2012
- Juniper Networks Internet Specialist – Enterprise Routing & Switching (JNCIS-ENT)   2012
- Recertified – CCNA, CCDA, CCIP, CCVP, CCDP   2012
- Cyberoam Certified Network & Security Expert (CCNSE)   2012
- Certified Fiber Optic Technician (CFOT) – Fiber Optic Technician   2012
- Cyberoam Certified Network & Security Professional (CCNSP)   2011
- Recertified – JNCIA-ER and JNCIS-ER   2009
- Juniper Networks Internet Specialist – JUNOS Network Security (JNCIS-ES)   2009
- Juniper Networks Internet Associate - Enterprise Switching (JNCIA-EX)   2009
- Cisco Certified Internetwork Expert (CCIE - Routing & Switching) Theory Exam 350-001   2009
- Cisco Certified Design Professional (CCDP) – Advanced Network Design   2009
- Cisco Certified Design Associate (CCDA) – Network Design   2009
- Cisco Certified Voice Professional (CCVP) – Voice / VOIP & Quality of Service   2008
- Certified Alvarion System Specialist (CASS - WiMAX, BreezeMAX)   2008
- Microsoft Certified Systems Engineer (MCSE) – Windows Server 2003 Platform   2008
- Microsoft Certified Systems Administrator (MCSA) – Windows Server 2003 Platform   2008
- CompTIA LINUX + (Linux Systems Administrator) Certification   2008
- Juniper Networks Internet Specialist - Enterprise Routing (JNCIS-ER)   2007
- Juniper Networks Internet Associate - Enterprise Routing (JNCIA-ER)   2007
- Cisco Certified Internetwork Professional (CCIP) – Service Provider   2007
- Cisco Certified Network Associate (CCNA) – Routing & Switching   2005
- Microsoft Certified Systems Engineer (MCSE) – Windows 2000 Platform   2004
- Microsoft Certified Systems Administrator (MCSA) - Windows 2000 Platform   2004
- Microsoft Certified Systems Administrator Messaging Specialization (MCSA: Messaging)   2004
- Microsoft Certified Professional (MCP)   2004
- CompTIA A+ (Computer Service Technician) Certification   2003

Professional Industry Training

• Juniper Network – Custom Training	- Nairobi	2017
• ECI – SDH, OTN & DWDM Training	- Nairobi	2015
• Tejas MUX (SDH) Training	-Tejas Networks – Tanzania	2013
• Certified Fibre Optic Design/Home (CFODSH)	-African edevelopment – Tanzania	2013
• Certified Fibre Optic Technician (CFOT)	-Quillicom – Tanzania	2012
• Celplan Suite RF Training	-Celplan – Tanzania	2011
• Class 4/5 VOIP Soft Switch Administration & Configuration	-DigiTalk Telecoms– Kenya	2009
• Alvarion WIMAX BS installation, Commissioning & CASS Training	-Alvarion, Tanzania	2008
• Maintenance & Operation of Eclipse Microwave	-Harris Stratex – Tanzania	2008
• Microwave Link Engineering	-Harris Stratex – Tanzania	2008
• Microwave Equipment Systems Engineering	-Harris Stratex – Tanzania	2008
• RF Spectrum Planning & Optimisation	-WRAP International – Kenya	2008
• VSAT Training – Huges Platform	-Telkom - South Africa	2008
• VSAT Training – Gilat Platform	-Telkom - South Africa	2007
• VSAT & Satellite Technology Training	-Egypt Sat – Cairo, Egypt	2006
• Six SIGMA Council Training	-Starwood Hotels – Zimbabwe	2004
• Linux Systems Administration	-New Horizons – Zimbabwe	2003
• Oracle Database Administration	-Alpha Systems – Zimbabwe	2003
• UNIX Systems Engineering	-ICL – Harare, Zimbabwe	2002-3
• Compaq Accredited Platform Specialist	-Altech – Harare, Zimbabwe	2002
• Cross Training at Hotel Mozambique	-Beira, Mozambique	2002
• Cross Training at Gran Melia Hotel	-Jarkata, Indonesia	2001
• Cross Training at Land Mark Block Hotel	-Niarobi, Kenya	2000
• ZimHost- (Customer Care)	-RTG – Zimbabwe	2000

Professional Industry Memberships

•	Microsoft Corporation	Certified Professional Membership	MCP ID No 3099620
•	Computing Technology Industry	Certified Professional Membership	CompTIA Career ID No COMP001002155669
•	Cisco Systems	Certified Professional Membership	Cisco ID CSCO10794876
•	Juniper Networks	Certified Professional Membership	JNTCP ID JPR25530
•	Cyberoam (Elitecore)	Certified Professional Membership	CCNSP ID CP170911/10.01.0739/04731
•	Cyberoam (Elitecore)	Certified Professional Membership	CCNSE ID CE240412/10010739/00404
•	The Fibre Optic Association Inc	Certified Professional Membership	CFOT# 7270045
•	Global VSAT Forum (GVF)	Certified Professional Membership	GVF Student ID No 1573649

Major Projects

Cable Network Rollout in Kenya, Tanzania & Uganda
2018 - Current
- Built triple play GPON in Kenya – Kisumu, Kitengela, Rongai, Bamburi and Nairobi
- Built HFC triple play in Kenya, Nairobi & Mombasa
- Built triple play GPON in Tanzania, Dar es Salaam
- Built triple play GPON in Uganda, Kampala
- Total Build 500 000+ New Homes
- Brought down the cost of international bandwidth to < $0.20 / Mbps saving the group Millions of Dollars annually
- Bought efficiencies to the Network Support, Network Build and Network Maintenance through competitive bidding / RFPs and consolidation of suppliers and contractors which also resulted in savings of $5 million per year
- Upgraded Nairobi to Mombasa backhaul to multiple 100G on KPLC and KPC DWDM
- Upgraded TEAMS Capacity to Multiple 100G for IP capacity
- Built over 200 New POPs, locations with Power, Cooling & Backup

Cellular / GSM / Mobile, Access & Core-Sites Backhaul Metro Fiber Build
2020 - Current
- Built 118Kms Underground Fiber of 48 Core Fiber Backhaul for Airtel Tanzania to connect Core & Access Sites in Dar es Salaam connecting 35 sites
- Built over 250 Kms Overhead fiber from Tanzania Border (Sirali) to Kisii and Uguja to Uganda Border (Busia)
- Over 100Kms of Various Fiber Ring Builds in Nairobifor Airtel Towers and Base Stations

2019
- Built 118Kms Overhead Fiber on KPLC Poles of 48 Core Fiber Backhaul for Airtel Kenya to connect Core & Access Sites in Kisumu connecting 35 sites
- Built 165Kms Overhead Fiber on own poles of 48 Core Fiber Backhaul for Airtel Kenya to connect Core & Access Sites in Nakuru connecting 35 sites

Information Technology & Information Systems Rollout

2011 - 2018
- ERP & Sales Support System Roll out and support – File Maker & ESS / Oracle
- IOT Project, Automated Water system – New Ongoing Project
- Accounting Systems Rollout & support – Pastel
- Pre-paid & Postpaid Billing systems & Integration for the various platform, VSAT, SME, Fiber etc
- Service Provisioning Systems
- Active Directory Rollout & Implementation
- Centralized Print Services
- IT Helpdesk & Tools
- Volume Licensing – OS & Office

Voice / VOIP Projects – Wananchi Telecom & SimbaNET

2017
- Designed & Setup SimbaCALL VOIP/VOICE APP and published on Google Play to support our VOIP Enterprise Business
- Setup redundant Servers in London SMS to support International VOICE Peering
- Setup VTTK Voice Management System for analyzing supplier pricelists and VOICE Commercial business.
- Setup Voice Tools such as Arptel for monitoring Voice quality & automated testing

SimbaNET Malawi – $10 Million World Bank Project with Malawi Government (PPPC)

2014 – 2016
- Built over 900Kms Overhead Optical Fiber Cable from Lilongwe to Songwe/Kasumulo, Tanzania Boarder and Lilongwe to Muchinji/Chipata Zambia Boarder
- Setup and configured DWDM 10G Network with SDH Drop & Insert
- Setup State of the Art Virtual Landing point and Data Center at Capitol Hill Lilongwe
- Setup IP/MPLS Network to Tanzania, Zambia and South Africa link Wananchi Global IP/MPLS Network
- Setup All Systems including DNS, email, Scanning & network monitoring systems
- Recruited NOC Team & NOC Manager to manage daily Operations.
- Setup Local Maintenance Team to manage Infrastructure.
- This Project WON Capacity Africa - Best Terrestrial Project in Africa
- The Project also WON Global Carrier Awards – World Best Terrestrial Project
- Trained and Certified on Prince 2 Project Management and also certified as a Telecommunications & Network Specialist

Drop & Insert Capacity - SimbaNET Tanzania

May 2013 – 2014
- Installation and configuration of STM-16, STM-4 & STM-1 Drop & Insert Rings around the country
- Setup and configured Tejas TJ1270 and TJ1400 SDH MUXs & Xconnects

Border & City POPs (Rwanda, Kigali)

May 2013 – 2014
- Installation and configuration of Kigali POP PTP link on SDH up to Kijityama
- Setup and configured Tejas SDH, Juniper PE router & Cisco Switch
- Xconnect with all major operators (BSC & New Artel Rwanda) for Backhaul Capacity and Local Loops

Border & City POPs (Burundi, Bujumbura & Kabanga Border)

May 2013 – 2014
- Installation and configuration of Kabanga POP Multi-Drop links on SDH up to Kijitonyama
- Setup and configured Tejas SDH, Juniper PE router & Cisco Switch
- Xconnect with all major operator (BBS) for Backhaul Capacity and Local Loops to Bujumbura
- Redundancy Integration for Major Customer on Microwave and Fiber (Onatel Rwanda)
- IP Redundancy for all Big Customers (CBINET, ONATEL, BBS) between Multiple Last mile Circuits to Bujumbura and the Internet

South Africa, Isando, Teraco POP setup - Wananchi Telecom & SimbaNET

May 2013 – 2014
- Installation and configuration of third party (Internet Solutions) backhaul link from SimbaNET Rack at TTCL Kijitonyama to Teraco, ISANDO, Johannesburg, South AFRICA
- Fiber Xconnect at Teraco & Kijitonyama from Internet Solutions Rack to our Racks
- Installation of Juniper PE routers at Teraco
- Xconnect and IP Transit with Neology
- Set up and configured L3 & L2 MPLS and VPLS
- Set up Cacti graphs and Solarwinds monitoring
- Setup and configured Tejas SDH MUX & Xconnects, Drop & Insert from Kenya, Tanzania, Mozambique & SA with SEACOM, Neotel and CMC Networks at Teraco, SilverSands, Kijitonyama, Mombasa CLS.

Zambia setup – Wananchi Telecom & iSAT Zambia

April 2013 – 2014
- Installation and configuration of SEACOM & Teams STM-1 capacity for Zambia POP
- Xconnect from SEACOM POP to NICTBB up to Tunduma Border (STM-4)
- Xconnect from Tunduma Border to Zesco up to Lusaka, Zambia WTL POP at Zesco Substation (UNZA)
- Installed and configured Cisco 7204VXR Border Router (STM-1 POS) and Juniper J-series PE router
- Set up Customer Cisco 2960G edge switch with dot1q
- Installed and configured IP transit (Internet / IXP / Regional routes)
- Set up and configured L3 & L2 MPLS and VPLS
- Set up Cacti graphs and Solarwinds monitoring
- Recruited and set up the Technical Department to run the day to day activities
- Set up NOC Monitoring, Dude & Ubiquity Air Control
- Complete Network Restructuring inclusive of all Wireless Access and Backhaul Links supporting trunking & VLANS
- Setup and C-Band HUB Activation
- Installed VOIP System MyPBX, IP Phones and SIP Trunk Configuration as well as Termination Telco PSTN & GSM Links
- Securing entire Network Including Filtering & firewall on Junos Level, Installation of Cyberoam Firewall and Securing PBX
- Continuously upgrading Zambia and opening up of new POPs in major cities.

GPON & Metro Fibre Project Rollout - SimbaNET Tanzania

December 2011 – 2014
- GPON Fibre Rollout in Dar es Salaam Metro Area using Overhead Fibre and Tanesco Utility Poles.
- Underground Fiber spans for Redundancy and Diversity.
- Short Spans of underground Fibre
- Fibre Building Cabling – Drop cables
- Overhead Fibre Construction & Design
- Project Owner, Project Planning and Project Management
- Head-end construction - SmartAX MA5600T GPON OLT, Power/UPS Fibre Termination
- Triple Play, Data, Voice, Video IPTV – Datacasting
- SDH & MUXs - Metro Fibre Ring
- Splicing & Termination, grounding, Enclosures, OTDR
- Also Studied and certified for Fiber Optic Association CFOT and CFOS/D Certifications

Country Wide WAN & Access Network Expansion - SimbaNET Tanzania

April 2010 – 2014
- Expansion to various Towns & Cities riding on NICTBB Fibre Backhaul
- WiMAX POP expansion
- 4-G Network Expansion
- Fastethernet, Gigabit and STM-1/4/16 capacity
- Multi Drop Capacity using MUX / ADMs
- Drop & Insert Capacity using MUX / ADMs
- Cross Border links
- Building POPs & FTTx

International Capacity - Wananchi Group Business Services

April 2010 – Present
- VSAT Capacity - VNO, SCPC/DVB. HUB Capacity (KU & C-Band)
- Submarine Capacity – 100G, DWDM & OTN, STM-x on SEACOM, TEAMS & EASSy
- XConnect - Telehouse North & EAST, EoSDH circuits
- IP Transit - Europe, London, South Africa, Fujairah

Inter-Carrier Peering & NNIs – Wananchi Business Services

January 2011 – Present
- Local NNI peering and Agreements
- International NNI Peering and Agreements
- Inter-Carrier MPLS Peering - Type 10 A – (CMC Network, Tata, MTN, Internet Solutions, PCCW, Liquid / KDN)
- Cross Border Layer 3 & Layer 2 MPLS VPN peering & Circuits
- International POPs and Exchange
- Carrier Voice termination

Data Centre Remodeling - SimbaNET Tanzania

May 2011 - 2012
- Structured Cabling
- Fire suppression (FM-200)
- Biometric Access control
- CCTV Cameras & Monitoring

- Environmental control (Temperature, Smoke detection & Cooling)

Core Network Rollout - SimbaNET Tanzania

May 2010 – 2014
- Rolled out Country wide IP/MPLS Core network on Cisco / Juniper Platform
- First Service provider to use NICTBB backhaul in Arusha and Mwanza SDH Network
- Setup 15 WiMAX and IP POPs across various towns in Tanzania using NICTBB SDH Fiber Network
- Set up longhaul Over the water Microwave link between DSM, TTCL Sala Sala to Zanzibar, TTCL Telehouse
- Layer 2 & Layer 3 MPLS Network Rollout
- Network Load Balancing and redundancy
- Services Design & Redundancy - E-Mail, DNS, Mail Filtering/Scanning, POP, Provisioning, Radius/Authentication
- Ethernet Services / Pseudo-wire
- Type 10-A MPLS peering with support for QoS
- Transit and Internet Exchange, IPv4, IPv6
- Also trained and certified as a Cisco Network Professional (CCNP) and Juniper Internet Specialist JNCIS – Routing & Switching

WiMAX Rollout - Africa Online Tanzania

2008 – 2009
- Upgrade of AfricaOnline Tanzania's Alvarion 3.5 FDD OFDM Network to Breezemax WiMAX.
  This included designing and implementing the migration strategy, training team engineers and outsourced partners on WiMAX Technology, Rollout and CPE installation. During the roll out
  Other Activities include designing WiMAX Service profiles and configuring Base station to support Layer 3 MPLS and VPLS Services. Other major work include RF Planning and Surveys using Wrap RF Spectrum Planning software, I also trained certified as an Alvarion Wimax Specialist (CASS)

Core Network Rollout - Africa Online Tanzania

2009 – 2010
- Designed and Upgraded Core Network to Support Layer 2 / 3 MPLS and VPLS services using Cisco 7609-S P Routers supporting true VPLS and Cisco 7206 VXR Routers. Core Network migrated from OSPF to ISIS supporting BGPv4 rolled out Dar es Salaam (multiple POPs), Zanzibar, Arusha, Moshi and Mwanza, other services include XConnect / Pseudowire and auto-redundant Internet peering during this process I also studied and achieved Cisco Certified Design Professional (CCDP)

SEACOM Landing Station STM-1 Microwave Project Connection - Africa Online Tanzania (first ISP to connect direct to the Cable Landing Station)

2009 – 2009
- Designed and deployed Microwave Backhaul Links to tap STM-1 capacity from City Centre, AFOL NOC (50 Mirambo Street) via TTCL Sala Sala up to SEACOM Cable Landing Station at Silver Sands.
  Work included Fibre patching and redundant DC power cabling at SEACOM service provider collocation to Africa Online's Cisco 7304 router, configuring internet peering with Interoute UK, XConnect & Patching at THN, London

Backhaul Microwave Rollout - Africa Online Tanzania

2009 – 2010
- Designing and deploying Microwave Backhaul Links in Dar es Salaam Metro, this included RF Planning for frequency use, Capacity Planning and installation and configuration of the Microwave links to support MPLS Applications (MPLS Double/Triple tagging and Jumbo Frames). Microwave Equipment used is Harris Stratex / Aviat STM-1 and Ethernet Links as well as PTP, Winlink 1000 / 2000 Licence free backhaul for small repeater BTS and customer Links. Also deployed Alavarion PTMP, WalkAir on 10HGz to support Business customers using V.35 and X.21 serial termination with Frame Relay support.

iBurst Wireless Access Network Rollout - Africa Online Tanzania

2008 – 2010
- Roll out of several iBurst base station in Metro Dar es Salaam to support mobile users for Africa Online's consumer market on 1.7GHz TTD Kyocera 12 sector omni direction outdoor base stations.
  Configured Cisco 7206VXR to support iBurst users using Cisco PDSN IOS image and radius authentication and IAF provisioning. Other major work includes capacity and RF planning as well as QoS optimization and support of IP-VPN Applications, Radius Integration, design of various packages to meet mass market and SMEs.

Data Centre Design - Africa Online Tanzania

2009 – 2009

- Project leader for data centre remodeling, which including installation of Anti-static fire proof raised flooring, with underfloor Cooling system. Civil and electrical construction and security access control system. Installation of Racks and Hot/cold isle design, structured cabling.

VOIP Implementation - Africa Online Tanzania

2008 – 2009
- Implementation Cisco Call Manager Express on Cisco 3845 router and using Cisco 7945 IP Phones for Africaonline Tanzania Office also integrated SIP trunk to the other various AFOL offices within the group. During the implementation and Rollout I also studies and achieved Cisco Certified VOIP Professional (CCVP Certification) other features deployed include , Dial Peers, Music on hold, PINs Video support and voice mail.

Group Network Expansion - Africa Online Group Project

2009 – 2010
- Designed and setup Setup Channelized STM-1 link for Africa Online Group Operations Cisco 7206VXR router at LONDON Internet Exchange (LINX) for groups MPLS & BGP cloud peering also formed part of the team responsible for relocating our Services such as Billing Radius, and IAF Authentication from Boston USA to LINX POP. Setup group network monitoring using Orion. Certified as a Cisco Network Design Professional (CCDP)

Data Centre Design & Office Relocation - Africa Online Swaziland

2007 – 2007
- Migrated entire office to new building, this included relocating furniture, telecommunications infrastructure, office partitioning and other general facilities. Designed and built a brand-new data centre with raised floor and dual cooling system. Upgraded customers' leased line connectivity from point to point to multiple channelized E-. Installed racks, fire suppression, Cooling Systems, access control and under-floor structured cabling.

Systems Core Network Rollout - Africa Online Swaziland

2007 – 2007
- Upgraded the Core Network to Support Layer 3 MPLS and VPLS services using Cisco 7206VXR P Routers and Cisco 3845 PE Routers and also certified for Juniper JNCIA, JNCIS, Cisco Certified Service Provider (CCIP) Specializing on IP/MPLS & BGP. Core Network designed on OSPF and BGP-4. Designed redundant DNS infrastructure and Mail systems based on Sophos Pure message and Zimbra POP server for mail Box store. Upgraded to customer Links to Multiple Channelized E-1s. Certified on CompTIA LINUX Systems Administration Certification and also implemented VOIP system as part of the groups VOIP Strategy

Various Projects - Africa Online Zimbabwe

2004 – 2006
- Involved in Various projects, such as Installation & configuration of Dial up Cisco AS5300 access servers, Routers, Switches, VSAT uplinks & DVB downlinks. Also worked extensively on the inclined orbit project and other systems projects such as migration & upgrade of mail, MX, POP, DNS, radius, provisioning, CRM, ETRN/ATRN & other services / servers. Over 1000 Customer solution Installation involving Cisco Router with NAT, Linux Dial up Mail & Proxy Servers Microsoft Exchange Servers, trained and certified as a Microsoft Systems Engineer (MCSE) and Cisco Certified Network Associate (CCNA) Routing & Switching

Various Projects – Sheraton Harare Hotel & Towers

2003 – 2004
- Involved in Various projects including installation of New Data Center, upgrade of Micros Fidelio to Oracle DB, migration from Lotus CC Mail to MS Exchange, installation of Active Directory and Novel Netware. Reduced the cost of Support on Printers, PCs and Micros Point of Sale machines through inhouse repairs and also certified as a ComptIA A+ Computer Service Technician and Microsoft Certified Systems Administrator with Specialization on Microsoft Exchange email messaging (MCSA – Messaging)

Other Interests

- Playing and watching sports like golf, cricket, rugby and soccer, gardening, cooking and Home Deco
- Contributing to mailing lists and forums such as Afnog, Cisco NSP, Cisco VOIP, Juniper, CCIE Study groups
- Building & Aquaponics projects

Key Achievements

- Dual Winner for Malawi 900+ Km Fiber Build and Virtual Landing Station of:
  - Best Terrestrial Project Capacity Africa 2016 (Kampala, Uganda)
  - Project of the Year Global Carrier Awards 2016 (Paris, Francis)

*** Published in "Malawi On the Move with the PPPC"   *** Capacity Africa Award Reception

Referees

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