

Athanas Mwamba Mwamburi
Systems/Infrastructure Engineer

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SME (Expertise): Windows Administration & MS Azure; ITILv3, MCP (MCITP, MCSA, MCTS). Engineer – IT Infrastructure with a passion for MS Windows, MECM/SCCM, Azure Security, MS/Office 365 + anything Cloud!

Summary:

- 10+ years of experience as system administrator, support tech, infrastructure engineer, and IT advisor.
- Design and administer servers, VMs, and private networks/testing domains.
- Information Security Specialist - security updates/patching, monitoring alerts and resolutions of issues in Azure Log Analytics (ALA), MS Sentinel, MS Entra and other internal security services.
- Broad skills on Windows Servers admin & Office/Microsoft 365 on-prem/cloud-based products.
- Experience in Mobile Device Management (MDM) or Enterprise Mobility Management (EMM) software: Autopilot, Intune, and SCCM/MECM.
- Possess MCP, MCITP, MCTS, and ITIL certifications.
- Bilingual – English and Swahili (Kiswahili).

EDUCATION & CERTIFICATIONS

- **Master of Science (MSc):** Applied Information Technology, Towson University, Towson, MD, 05/25/2011
- **Bachelor of Science (BSc):** Computer Science, University of Nairobi, Nairobi, Kenya, 11/26/2001
- Microsoft Certified Expert: Azure Solutions Architect (Training), Simplilearn Solutions, Certificate Code: 1569428, 12/03/2019
- Apple Certified Support Professional (ACSP): Macintosh OS X Support Essentials v10.7, 09/01/2012
- **Microsoft Certified Professional (MCP):** Certificate No. E920-4166, 04/16/2012
- Microsoft Certified Solutions Associate (MCSA): Server Administrator on Windows Server 2008, 04/16/2012
- **ITIL Foundation Certificate in IT Service Management (ITILF),** 09/06/2011
- Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Active Directory, Configuration, 08/20/2011
- Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Network Infrastructure, Configuration, 08/13/2011

TECHNICAL SKILLS SUMMARY

- Azure, Windows Servers in Azure Cloud (VDIs) and Hyper-V configuration & maintenance
- Windows 7/10/11, Windows Server 2003 – 2019 Configuring, Deploying, Administering & Troubleshooting
- Office Suites (2003 / 2007 / 2010 / 2013 / 2016), Office 365 and Microsoft 365
- SQL Server Support: SQL Server 2008 / 2012 / 2014 / 2016 / 2017 / 2019
- Project Management: Visio, Excel, Project, Atlassian, Trello, Zoho Projects & HubSpot
- Mobile Endpoint Manager: Configuration Manager/SCCM (**2103** / 2107 / 2111 / **2203**), Desktop Analytics, MS Intune
- Active Directory (AD), Azure AD, DNS, DHCP, & GPO
- Understanding of backups and restoration methods (Rapid Recovery, NetVault, Windows Backup, etc.)
- PowerShell and VBScript scripting for workflow improvements and automation of bulk jobs
- Desktop & RMM: Azure DevOps (ADO), AutoTask, Remedy, Kaseya, SolarWinds, JIRA, LabTech/ConnectWise, NinjaOne, and Salesforce
- Basic technical support for Macintosh Systems and experience in JAMF MDM

PROFESSIONAL EXPERIENCE

Infrastructure Engineer

09/2021 – 06/2022

Accenture/Microsoft Corporation, Remote (USA)

- Contracted to support DOD's infrastructure; administer, and configure a range of end user applications, servers (largely Windows), and storage.
- Troubleshooting problems across virtual/cloud computing infrastructure - Microsoft Azure.
- Information Security Specialist in charge of daily security updates, alerting and resolutions of issues raised through Log Analytics alerting, MS Sentinel, Kusto Query Language (KQL) and other internal security dashboards.
- Performed root-cause analysis (RCA) for service interruption and create preventive measures.
- Mixed Reality and HoloLens devices support.
- Provided supporting mission critical systems 24x7x365 including regular on-call for after-hour and weekend support.

Client Support Technician Sr.

12/2020 – 08/2021

Washington Health Benefit Exchange (WAHBE), Olympia, WA

- Provide daily support to client systems operational needs.
- Lead engineer to support/maintain MECM (SCCM) and MDM systems using established standards and procedures.
- Key agent to support and maintain following systems for WAHBE - Anti-malware system, phone, messaging systems, print and scanning systems.
- Administered servers, VMs, and private networks/testing domains Including the typical admin and tech stack of Hyper-V, AD with integrated DNS and imaging, as well as operations tools such as SCCM.
- In-charge of deployment, configuration and troubleshooting Windows Virtual Desktop resources integrated with Nerdio Manager for Azure.
- Diagnosed and resolved complex hardware, software and connectivity problems.
- Performed routine maintenance tasks for infrastructure systems such as backups, patch management and hot fixes.
- PowerShell Scripting for workflow improvements and automation of bulk jobs.

Helpdesk/Systems Engineer Sr.

11/2019 – 11/2020

IntelliComps Solutions LLC, Bothell, WA

- Provided office automation advice regarding Windows/Mac technologies support, and other technical services to IntelliComps Solutions' clients in Greater Seattle area on a part-time/contract basis.
- Worked with customers to troubleshoot software and hardware issues.
- Recommended, configured, and supported company's computer systems, and evaluated new technologies.
- Advanced understanding of desktop and laptop OSs, general applications and troubleshooting.
- Installed LAN/intranet and external network segments.
- Worked with IntelliComps Solutions' largest client – Keywords Studios, Inc – to support 250+ user to move towards working remotely due to the COVID pandemic.
- Worked escalated issues/cases from junior engineers/technicians.

Senior Engineer

06/2019 – 10/2019

Mindtree Limited/Microsoft Corporation, Redmond, WA

- Provided C-level customer support, troubleshooting and problem resolution on Office 365 suite for Microsoft retail customers.
- Supported Office products in Azure Cloud space in a multi-team enterprise service delivery environment.
- Using PowerShell customized scripts for automating deployments of Windows & Microsoft/Office 365 apps.

- Provided strong debugging/troubleshooting skills in various Microsoft technology solutions.
- Collaborated with the development team to resolve complex issues relating to Microsoft's online products.
- Worked with clients to customize deployments for Office 365/Microsoft 365.
- Provided basic Azure troubleshooting services.

IT Advisor (Systems Engineer)

12/2016 – 04/2019

IntelliComps Solutions Inc, Manassas, VA

- Partnered with small and medium-sized businesses, (mostly non-profit and legal firms), to install, improve and enhance the efficiency, productivity, and output of IT systems within the businesses.
- Provided desktop and server support to include HW/SW installations, troubleshooting, and maintenance.
- Evaluated end-user device utilizations for purpose of obtaining optimal wireless and customer services.
- Provided support Microsoft SQL Server 2012 and 2014 Database Management Systems.
- Installed, configured, and administered various Help-Desk ticketing systems for local and remote support.
- Worked closely with other departments and management to provide improvements to incident management, handling of ticket and created documentation for IT and non-IT staff.
- Completed installation of mobile/portable devices, desktops, servers, and other office automation hardware.
- Provided domain management and assisted in web development using CRMs such as Joomla, WordPress/Bold Grid, and Apache.
- Supported email services, (on-prem and Cloud-based), and related DNS configurations.

Engineering Consultant

02/2018 - 06/2018

Keno Kozie Associates, Washington, DC

- Served as subject matter expert and trusted advisor to clients of Keno Kozie Associates.
- Installed, configured, troubleshoot and provided professional service in supporting Windows Desktops, Windows Servers, and Office 365 systems.
- Supported various office automation solutions and document management systems (DMS) including iManage Work Desktop and Worldox software.
- Provided recommendations in designing, planning, and executing Exchange migrations from on-prem to cloud-based solutions, such as Office 365, Exchange Online, and Google Apps.
- Configured and troubleshoot 3rd-party Mobile Device Management (MDM) products such as VMware AirWatch, BlackBerry MDM and IBM Security MaaS360 MTM.
- Provided help desk and remote support to US-based clients using ConnectWise Manage.
- Facilitated training, mentoring, and learning experiences that improved technical skills for junior IT staff.

Enterprise Technical Support Engineer

04/2013 – 11/2016

Dell Technologies, Reston, VA

- Provided normal and after-hours Tier III/IV level remote technical support for network, Help Desk, and NT client-server environments – largely Windows-based.
- Installed, configured, and maintained Dell Data Protection appliances including Replay, AppAssure, and Rapid Recovery on physical and virtual environment (largely Hyper-V).
- Troubleshoot data backups over phone ensuring that issues were resolved, escalated, or dispatched while maintaining high customer satisfaction results.
- Configured and troubleshoot Quest software such as Rapid Recovery, NetVault, FogLight for Exchange, GPOAdmin, and Migration Manager for AD.
- Contributed to the Dell's knowledge base (KB) technical support information and solutions to problems.
- Worked and collaborated with the development team using JIRA and Confluence software.
- Maintained and configured demonstration equipment for customer evaluations and pre-sales.
- Provided on-the-job training (via shadowing) to junior technical support members.

Service Delivery Specialist

10/2011 – 03/2013

American Institutes for Research (AIR), Washington, DC

- Provided Tier I & II helpdesk technical support for global IT infrastructure supporting 1600+ employees in the USA and overseas.
- Troubleshoot hardware, software and connectivity issues for Windows and Macintosh environments.
- Assisted in deploying new PCs and VoIP solutions to over 100+ sites worldwide.
- Performed onboarding training and created user accounts for new hires.
- Provided service desk and remote support using SolarWinds Service Desk software.
- Troubleshoot and resolved authentication issues for current users and resolved improperly configured user configurations.
- Supported executive staff and senior managers who largely used Apple products – for this role, AIR facilitated my Apple Certified Support Professional (ACSP) 10.7 training.
- Performed Change and Release and Problem Management activities.
- Supported management of AIR's IT hardware and software assets – procurement, inventory and disposing.
- Supported clients during Disaster Recovery activities.

PROFESSIONAL MEMBERSHIPS

- Association for Computing Machinery (ACM), 2012
- Project Management Institute (PMI), 2012
- Information Systems Security Association (ISSA), 2011
- Technology Services Industry Association (TSIA), 2011
- CompTIA-Association of Information Technology Professionals (AITP), 2009

HONORS

- Upsilon Pi Epsilon (ΥΠΕ), 2010: International Honor Society for the Computing and Information Disciplines. Membership in UPE is for a lifetime.
- Details: http://en.wikipedia.org/wiki/Upsilon_Pi_Epsilon