

JAMES KYANIKA

NETWORK ENGINEER | INFRASTRUCTURE ENGINEER | SYSTEMS ADMINISTRATOR

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PROFESSIONAL SUMMARY

Network & Systems Administrator with hands-on experience supporting enterprise LAN/WAN infrastructure, FortiGate 60F firewalls, VLANs, multi-WAN connectivity, Windows Server, Microsoft 365, VMware, Proxmox VE, ISP performance monitoring and secure remote support. Experienced in firewall policy administration, NAT, failover, file services, virtualization, network documentation and troubleshooting mission-critical systems. Built a public technical portfolio using sanitized production case studies and controlled lab evidence. Seeking remote Network Engineer, Infrastructure Engineer or Systems Administrator opportunities.

CORE TECHNICAL SKILLS

Networking: TCP/IP, IPv4, VLANs, routing, switching, DNS, DHCP, NAT, VPN, QoS, Wi-Fi and UniFi.

Security & Firewalls: FortiGate 60F, firewall policies, multi-WAN, SD-WAN/failover, access control, traffic logging, RBAC and patch management.

Servers & Identity: Windows Server, Active Directory, Group Policy, file and print services, shared folders, NTFS/share permissions and user administration.

Virtualization: VMware vSphere, vCenter and ESXi; Proxmox VE; QEMU/KVM; pfSense virtual firewall.

Cloud & Collaboration: Microsoft 365 support, Google Workspace support and Google Cloud Skills Boost.

Monitoring & Remote Support: Cacti, Wireshark, ping, traceroute, Ookla Speedtest, TeamViewer, AnyDesk, RDP and Quick Assist.

PROFESSIONAL EXPERIENCE

Network & Systems Administrator | Garden City Investments Ltd | Kampala, Uganda | 2024–Present

- Maintain enterprise LAN/WAN, switching, Wi-Fi and business-critical connectivity across operational and administrative areas.
- Configure and review FortiGate 60F firewall policies, NAT, VLAN segmentation, multi-WAN routing, ISP failover, traffic control and security hardening.
- Monitor dedicated ISP links using Cacti, Ookla Speedtest, ping and traceroute; produce capacity and performance reports and coordinate ISP escalations.
- Administer Windows systems, shared folders, user access, endpoint maintenance, backups and remote support using TeamViewer, AnyDesk, RDP and Quick Assist.
- Build and document VMware and Proxmox labs for virtualization, pfSense, Windows Server and network-isolation testing.
- Key outcomes include a 30% improvement in network performance, a 40% reduction in security threats and a storage migration completed with zero data loss.

IT Support & Systems Administrator | Abii Clinic | Kampala, Uganda | 2022–2024

- Supported Windows Server, Active Directory, user accounts and groups, shared folders, file services, webmail, switches, biometric systems and the EMR/Hospital Management System.
- Maintained two servers and more than 30 client computers while delivering onsite and remote technical support.
- Managed role-based access, permissions, mapped drives, backups and endpoint troubleshooting.
- Reduced downtime by 35% through proactive maintenance and timely issue resolution.

Graduate Trainee – Sales & Customer Support | Bank of Africa Uganda | Arua, Uganda | 2019–2020

- Supported customer acquisition, product communication, reporting, documentation, compliance and CRM updates.
- Exceeded sales targets while developing strong customer-service, communication and stakeholder-management skills.

SELECTED TECHNICAL PROJECTS

- **FortiGate 60F Enterprise Firewall Portfolio:** Sanitized documentation of multi-WAN migration, firewall policies, NAT, VLAN segmentation, failover, security hardening and troubleshooting.
- **Enterprise Networking Portfolio:** Network architecture, VLANs, switching, wireless infrastructure, multi-WAN design, ISP connectivity and troubleshooting.
- **ISP Performance Monitoring:** Cacti and Ookla analysis, bandwidth-utilization reporting, capacity planning and ISP service-quality assessment.
- **Proxmox VE Virtualization Lab:** pfSense, Windows Server 2019, Windows client VMs, virtual networking and internet-connectivity testing.
- **VMware & Virtualization:** vSphere, vCenter and ESXi Virtualization 101 hands-on lab documentation, screenshots and certificate.
- **Systems Administration & Remote Support:** Windows Server, Active Directory, file permissions and TeamViewer, AnyDesk, RDP and Quick Assist workflows.

PROFESSIONAL TRAINING & CERTIFICATIONS

- Google Cloud Skills Boost: Cloud Security; Chronicle Security Operations Fundamentals; Chronicle SOAR Developer; Detect, Investigate and Respond to Cloud Security Threats; Cloud Security Risk Management.
- Google Workspace: Security; Core Services; User and Resource Management; Troubleshooting; Data Governance.
- VMware Hands-on Labs: Virtualization 101 covering vSphere, vCenter and ESXi administration concepts.
- Machine Learning for Everyone – Google Cloud.

EDUCATION

Bachelor of Information Systems | Muni University | 2015–2018

LANGUAGES

English (Fluent) | Luganda (Fluent)