

BENARD OTOM OWINO

Systems Administration, Cloud and Network Engineering | AWS ELB SME

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SUMMARY

Experienced Systems, Cloud, and Network Engineer with over 5+ years of hands-on experience designing, implementing, securing, and supporting enterprise IT infrastructure and cloud environments. Currently a Cloud Support Engineer (Networking) at Amazon Web Services, with designation as a **Subject Matter Expert (SME) for Elastic Load Balancing (ELB)**.

Strong expertise in AWS networking and security, enterprise routing and switching, virtualization, firewalls, and cybersecurity operations. Proven ability to troubleshoot complex IT systems, perform root cause analysis for critical incidents, and collaborate in global, high-availability support environments. Passionate about continuous learning and building secure, scalable, and resilient systems.

EXPERIENCE

Cloud Support Engineer II (Networking), Amazon Web Services(AWS) 07/2026 – Present
Nairobi, Kenya

- Expanded customer service to all AWS Networking services alongside previous L4 role responsibilities.
- Owned complex, high-severity escalations across VPC, Direct Connect, Transit Gateway, Route 53, VPN, ELB, Auto Scaling, among others.
- Served as technical escalation POC for peers on ambiguous networking issues.
- Trained, interviewed, and helped hire new Cloud Support Engineers.
- Mentored L4 engineers on troubleshooting, case ownership, and technical writing.
- Authored knowledge base articles and troubleshooting guides to improve team resolution time and accuracy.
- Partnered with AWS service teams on root cause analysis and product/tooling improvements.
- Delivered internal training on advanced networking topics.
- Supported on-call/shift coverage planning as escalation point during high-severity events.

Cloud Support Engineer I (Networking), Amazon Web Services(AWS) 03/2024 – 06/2026
Nairobi, Kenya

- Achieved Subject Matter Expert (SME) status for Elastic Load Balancer (ELB) services.
- Provide advanced technical customer support for AWS networking services, including ALB, NLB, GWLB, CLB, VPC, Transit Gateway, Direct Connect, Route 53, WAF, IAM, Security Groups, NACLs, Global Accelerator, Auto Scaling, CloudWatch, and EventBridge.
- Perform deep-dive troubleshooting and root cause analysis (RCA) for high-severity customer-impacting incidents.
- Design and deliver technical training sessions for new hires and support teams.
- Continuously expand expertise across AWS services with a long-term goal of becoming a well-rounded Solutions Architect.

Network and Systems Administrator, Cytonn Investments • Managed and monitored VMware ESXi hosts and virtual machines using vCenter Server. • Configured and administered Fortinet firewalls, including FortiClient, FortiGuard, and FortiAnalyzer. • Implemented and maintained enterprise network infrastructure using Cisco routers, switches, voice gateways, and Ubiquiti/Aruba WLCs. • Administered Cisco and 3CX unified communication systems, managing users, IVR, and SIP trunks. • Conducted real-time network and server monitoring, environmental monitoring (temperature/humidity), and backups. • Led cybersecurity awareness training, phishing simulations, and compliance initiatives. • Oversaw IT asset management, inventory control, and branch-level IT operations.	10/2022 – 01/2024 Nairobi, Kenya
Network and Infrastructure Engineer, ICT Authority of Kenya • Provided Level 1 & 2 helpdesk support and managed ticket escalation workflows. • Participated in planning and deployment of the National Free Public Wi-Fi Project. • Configured and maintained LAN, WAN, and WLAN infrastructure, including routers, switches, WLCs, and servers. • Enforced service provider SLAs and coordinated with vendors. • Managed ICT asset inventory to enhance accountability and security. • Supported Microsoft Office 365 deployment and administration.	11/2021 – 10/2022 Nairobi, Kenya
IT Support Technician, The Kisumu National Polytechnic • Set up and maintained computer lab workstations and peripherals. • Installed licensed software and managed renewals. • Troubleshoot network, hardware, and peripheral issues. • Managed TP-Link routers, Cisco switches, and wireless access. • Ensured IT asset safety, documentation, and compliance.	05/2021 – 11/2021 Nairobi, Kenya
Network Instructor (Volunteer), Gurutech Networking Training (YouTube) • Deliver training on computer networking fundamentals, subnetting, and enterprise networking concepts. • Teach switching technologies (VLANs, STP, EtherChannel, Port Security). • Train on routing technologies including OSPF, RIP, EIGRP, BGP, HSRP, ACLs, NAT, and Inter-VLAN routing. • Demonstrate real-world enterprise network design and implementation using case studies. • Provide hands-on labs covering VPNs, MPLS, WAN technologies, and Cisco ASA firewall configurations.	05/2021 – Present Online
ICT Intern, National Hospital Insurance Fund (NHIF) • Assisted in maintenance and configuration of IT hardware and software assets. • Troubleshoot printers, computers, switches, routers, and IP phones. • Performed structured cabling and basic network installations. • Supported users with day-to-day IT issues and documentation.	05/2019 – 08/2019 Nairobi, Kenya

EDUCATION

BSc in Information Technology , <i>Kisii University</i> achieving Second Class Honours Upper Division.	2016 – 2020 Kisii, Kenya
Kenya Certificate of Secondary Education (KCSE) , <i>Ndigwa Secondary</i> score of B+ (plus).	2012 – 2015 Rarieda, Kenya

PROFESSIONAL CERTIFICATIONS

AWS Cloud Practitioner, Solutions Architect Associate, AI Practitioner & Advanced Networking Specialty, *Amazon Web Services*

CCNA, CCNA Security & CyberOps, *Cisco*

Fortinet Network Security Associate Level 1-4 (NSE 1-4), *Fortinet*

Certified HCIA Datacom & Security, *Huawei*

Oracle Certified Foundations Associate, *Oracle*

Microsoft Azure Fundamentals, *Microsoft*

Certified Cloud & Network Security Analyst, *Cyber Shujaa Program*

Certified ESET Managed Cloud Security Specialist, *ESET*

Certificate of Cloud Security Knowledge, *Cloud Security Alliance*

Certified Project Management (Prince 2 Agile), *Learnnovate Technologies*

PROFESSIONAL SKILLS

Technical Skills

- Cloud Platforms: AWS, Microsoft Azure, Oracle Cloud (Foundations)
- Networking: TCP/IP, VLANs, OSPF, BGP, MPLS, VPNs, HSRP
- Security: Firewalls, IAM, WAF, NACLs, Security Groups
- Virtualization: VMware ESXi, vCenter, vSphere
- Systems Administration: Windows Server, Linux, Active Directory, macOS
- Monitoring: CloudWatch, PRTG, TeleOps, Veeam

Soft Skills

Key qualities: Effective communication, teamwork, time management, problem-solving, adaptability, leadership, analytical skills, creativity, work ethic, attention to detail, goal-oriented, and emotional intelligence.

References

Michael Ombwayo, *Founder and CEO*, Ejijms Solutions
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Lucy Njoroge, *IT Project Manager & Business Transformation*, Diamond Trust Bank
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Edwin Mshila, *Senior ICT Officer*, The Kenya Copyrights Board
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