

David Ndebu

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 GitHub: [github.com/dashboard](https://github.com/davendebu96)

Portfolio: davidndebu.github.io

Professional Summary

Detail-oriented **Network Operations and IT professional** with experience in FTTH network monitoring, incident management, technical reporting, and operational coordination. Skilled in analysing network performance, documenting operational incidents, and ensuring adherence to service level agreements. Combines **telecom operations experience with programming knowledge in Python, JavaScript, HTML, and CSS**, enabling the development of technical solutions and automation tools. Passionate about improving system reliability, optimizing operational processes, and building scalable digital solutions.

Seeking opportunities in **Network Operations, Technical Support, Network Engineering, or Software Development**.

Professional Experience

Network Operations Center (NOC) Assistant

Fireside Communications LTD — Jul 2023 – Mar 2026

- Monitored **FTTH network performance and service availability**, identifying outages and service degradation across customer clusters.
- Managed **incident tracking and escalation processes**, ensuring compliance with Service Level Agreements (SLAs).
- Coordinated with **field technicians and engineering teams** to resolve fiber connectivity faults and network disruptions.
- Maintained operational records including **incident reports, resolution timelines, and service performance logs**.
- Analyzed network incident data to support **operational reporting and service improvement initiatives**.
- Provided real-time communication between **clients, field teams, and management** to ensure timely issue resolution.

FTTH Dispatch Officer

Steminak Premier Technologies Limited — Jul 2022 – Jul 2023

- Coordinated **field operations for FTTH installations and maintenance**, ensuring timely service delivery.
- Maintained operational dispatch databases and tracked **technician assignments and task completion**.
- Generated structured reports on **service performance, material usage, and operational activity**.
- Ensured compliance with operational procedures and accurate documentation of service requests.

IT Specialist

Mex Enterprises — Dec 2021 – Jun 2022

- Developed and maintained **client websites using HTML, CSS, and JavaScript**.
- Assisted in troubleshooting website performance and backend issues.
- Analyzed and presented data insights to improve digital platform performance.

Share Registry Officer

Custody and Registrars Services Limited — Jul 2020 – Sep 2021

- Managed **shareholder databases and financial records**, ensuring accuracy and regulatory compliance.
- Reconciled discrepancies in financial records and prepared detailed reports.
- Maintained secure and accurate client documentation.

Finance Intern

Ministry of Energy — Feb 2018 – Jul 2018

- Assisted in preparation of **financial statements and reconciliations**.
- Supported accounts payable and receivable processes.

- Contributed to compliance with **government financial reporting standards**.
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Technical Skills

Network & IT

- Network Monitoring
- FTTH Infrastructure Support
- Incident Management
- SLA Compliance
- Technical Documentation
- Remote Troubleshooting

Programming & Development

- Python
- JavaScript
- HTML & CSS
- Git & GitHub

Data & Tools

- Microsoft Excel
- Google Sheets
- SQL (Basic)
- CRM Systems (Kayako)

Professional Skills

- Analytical Thinking
- Problem Solving
- Communication
- Team Collaboration
- Attention to Detail

Education

Bachelor of Commerce (Accounting)

Jomo Kenyatta University of Agriculture and Technology

2015 – 2019

Full Stack Developer Program — Codecademy, 2026(ongoing)

Digital Marketing — Ajira Online Program

2020 KCSE — Dagoretti High School, 2014

Certifications

Responsive Web Design Certification – FreeCodeCamp

Scientific Computing with Python – FreeCodeCamp (In Progress)

Full Stack Developer Program – Codecademy (In Progress)

Digital Marketing – Ajira Digital Program

References

- Alex Moenga
Supervisor, Custody and Registrars Group
Phone: 0757756490
- Hannah Bosibori
Manager, ASA International
Phone: 0707333331
- Mr. Samson Mutere Ongalo
Principal Accounts Controller, Ministry of Health
Phone: 0722625017
- Leah Mathenge
Dispatch Lead, Safaricom Central Dispatch
Phone: 0705474560
- Wahito Waweru
Team Lead, Powergen
Phone: 0740591339