

KEVIN MBUGUA

IT TECHNICIAN

CONTACT



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SKILLS

- Docker | Linux | Ubuntu | Windows 11/10
- Active Directory | DNS | Networking
- MSSQL | SQL Queries
- Jira Service Management | Ticketing Systems | User Support
- Troubleshooting | Hardware | Software
- Microsoft Office | Android | System Administration

HOMELAB & INFRASTRUCTURE

- Maintain a self-hosted Ubuntu Server running multiple services
- Deploy and manage applications using Docker and Docker Compose
- Perform system updates, monitoring, troubleshooting, and service maintenance
- Use Linux as a daily driver for scripting, automation, and development
- Manage NAS-based storage for backups and media
- Continuously evaluate and implement new tools to improve reliability and efficiency

I'm an IT professional who enjoys helping users when something breaks — and just as much, figuring out why it broke and how to make it better. Outside of work, I bring that same mindset into my homelab, building and maintaining self-hosted services with Linux, Docker, a NAS, and anything that gives me a chance to learn something new.

PROFESSIONAL EXPERIENCE

2023 - 2025

IT Technical Support | *Aim Transportation Solutions*

- Supported 400+ users across hardware, software, and network-related issues in a corporate environment.
- Managed Active Directory users including account provisioning, password resets, and deactivation.
- Documented incidents, troubleshooting steps, and resolutions using Jira Service Management.

2020 - 2023

Customer Service Representative | *WidePoint Solutions*

- Provided phone and email technical support for multiple U.S. government agencies including DHS, ICE, USACE, and CDC.
- Coordinated with carrier providers for activations, upgrades, number porting, and troubleshooting issues.
- Guided users through device setup, data migration, and Microsoft Outlook configuration.

2015 - 2020

Application Support Analyst | *GradLeaders*

- Delivered application support via phone, email, and chat for a web-based application.
- Used Microsoft SQL to query production data for reporting, research, and analysis.
- Assisted with customer migration from a legacy codebase to a newer platform.

EDUCATION

Columbus State Community College | Computer Science

- Coursework Completed
- 31 credit hours completed