

BRIAN WAITHAKA

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SUMMARY

Electrical Engineer with an ambition for data engineering and cloud technologies who brings a unique blend of technical knowledge and innovative skills. Adept at learning new concepts and technologies through certifications and projects.

SKILLS & INTERESTS

Technical: Python, SQL, Git, HTML, CSS

Interests: Hiking, Travel, Photography, Gaming

Certified: Microsoft Azure Solutions Expert, Azure Admin Associate, Azure Network Engineer, AWS Cloud Practitioner

WORK EXPERIENCE

Liquid Intelligent Technologies

[liquid.tech](https://www.liquid.tech)

Nairobi, Kenya

Customer Service Engineer

Feb 2022 - Aug 2022

- Provided effective first level troubleshooting and remote technical support through calls and tickets effectively handling around 2500 tickets to full resolution. Followed up with customers to ensure satisfaction with support offered
- Collaborated effectively with engineers and technicians to ensure timely completion of over 300 new home installations
- Developed comprehensive documentation and streamlined processes ensuring seamless onboarding of new hires
- Proactively identified recurring network issues and escalated to management for further investigation and fast resolution

Service Operations Center Intern

Nov 2021 - Feb 2022

- Supported the team in categorizing, tracking and providing timely updates on tickets ensuring good customer experience

VGG Connect Limited

[vggconnect.com](https://www.vggconnect.com)

Nairobi, Kenya

Fiber Optics Technician Intern

Jan 2021 - Mar 2021

- Successfully installed last mile fiber connections for over 80 homes and ensured customer satisfaction with the service
- Participated in Fiber Rollout of 7 km of metro network using hand and mechanical equipment leading to customer growth
- Conducted thorough testing of installations and ran optimizations using Optical Power Meters to guarantee performance

The Everly Hotel Putrajaya

Kuala Lumpur, Malaysia

Electrical Engineering Intern (IoT)

Oct 2020 - Dec 2020

- Coded the Full Stack of a Motor Monitoring System with C, PHP, HTML, CSS and SQL all for real-time monitoring
- Implemented a Door-Lock project using Raspberry Pi and Python with Flask Framework for enhanced surveillance
- Collaborated within a team to integrate IoT devices to an Air-Conditioning System leading to a cost reduction of 20%

EDUCATION

Western University

London, Ontario, Canada

Masters of Engineering in Electrical and Computer Engineering

Sep 2022 - Mar 2024

Graduate Diploma in Entrepreneurship, Leadership and Innovation

Asia Pacific University of Technology and Innovation

Kuala Lumpur, Malaysia

Bachelor of Engineering in Electrical and Electronics Engineering (Honors)

Feb 2018 - Nov 2021

PROJECTS

Personal Website deployed on Microsoft Azure - www.waithaka.me

- Developed using HTML, JavaScript and Bootstrap CSS on Frontend
- Configured GitHub Actions for CI/CD with Static Web Apps

Car Dealership Database Management & Big Data Analysis

- Designed and Populated SQL Database with Car Sales Dataset
- Automated ETL Processing from a Data Warehouse using Apache Druid and Apache Spark
- Integrated Predictive Data Pipeline in Databricks to Forecast Future Trends & Apache Superset for Visualization