

NYASHA PRINCE JIRI

IT Support Technician

CONTACT

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PROFESSIONAL SKILLS

- Linux Systems Support
- Server & VPS Support Operations
- Networking & Infrastructure Support
- Security Awareness
- Firewall Troubleshooting
- VPN Support
- DNS Management
- Backup & Disaster Recovery
- User Support
- Docker Support
- Support & Administration
- Technical Documentation
- Analytical Problem Solving

DIGITAL LINK

- <https://nyashajiri.com>

INTERESTS

- Cybersecurity
- Networking
- Linux

PROFESSIONAL SUMMARY

A IT Support Technician with hands-on experience supporting Linux systems, VPS environments, and network services. I enjoy troubleshooting real problems, keeping systems stable and secure, and making sure users can get their work done without issues.

PROFESSIONAL EXPERIENCE

LANI TECH SOLUTIONS:

Jan 2025 – Sep 2025

IT Support Technician

- Supported and maintained **Linux-based VPS systems**, performing routine updates, log checks, performance monitoring, and troubleshooting memory, disk, and service-related issues.
- Assisted in improving server security posture by applying CIS-aligned hardening measures, including SSH configuration, firewall rule updates (CSF/iptables), and access control enforcement.
- Supported security monitoring operations by deploying and managing Wazuh SIEM, including agent setup, log review, and alert investigation.
- Maintained SSL/TLS certificates, troubleshooting certificate errors, HTTPS issues, and resolving staging/production misconfigurations across hosted services.
- Provided support for WireGuard VPN connectivity, diagnosing access issues related to firewall rules, DNS resolution, and tunnel configuration.
- Supported internal file collaboration services by administering Nextcloud, ensuring secure access and service availability.
- Assisted with reverse proxy configurations to securely publish internal services for external access.
- Managed DNS records and email authentication settings (SPF, DKIM, DMARC), supporting email deliverability and security.
- Provided application support for WordPress-hosted websites, resolving plugin compatibility, performance issues, and site availability incidents.
- Performed backup and recovery support tasks, including scheduled backups of servers and websites to cloud storage and verification of backup completion.
- Supported user account lifecycle activities, including onboarding, offboarding, permission updates, and 2FA enforcement across Google Workspace, HubSpot, and related platforms.
- Logged and documented incidents, changes, and procedures, contributing to internal knowledge bases and monthly security reports.
- Provided technical support for cloud productivity platforms, including Google Workspace, HubSpot, and Beehive.
- Supported LAN and wireless network environments, assisting with MikroTik-based hotspot management, user access control, and bandwidth policies.
- Assisted with deployment and maintenance of point-to-point wireless links and enterprise wireless access points (Omada Cloud, Ruijie Cloud).
- Supported internet connectivity services, including Starlink integration, basic routing configuration, and connectivity troubleshooting.
- Diagnosed and resolved network-related incidents, including latency, packet loss, and wireless connectivity issues, escalating where necessary.

Achievements:

- Improved system stability and reliability by proactively monitoring Linux servers, applying updates, and resolving recurring performance issues.
- Strengthened security posture of supported systems by assisting with CIS-aligned hardening, firewall rule updates, and access control enforcement.
- Enhanced incident detection and response by supporting the deployment and daily operation of Wazuh SIEM, improving visibility into system and security alerts.
- Reduced service interruptions by resolving SSL/TLS certificate and HTTPS issues, ensuring continued availability of hosted applications
- Restored and stabilized secure remote access by troubleshooting WireGuard VPN connectivity issues related to firewall and DNS configuration.
- Improved email deliverability and security by configuring and maintaining SPF, DKIM, and DMARC records.
- Contributed to faster issue resolution and knowledge sharing by documenting incidents, changes, and support procedures.

EDUCATIONAL BACKGROUND

National Certificate In Information Technology

Bulawayo Polytechnic College

Jan 2023 – Dec 2023

National Diploma In Information Technology

Bulawayo Polytechnic College

Jan 2024 – Dec 2025

CERTIFICATIONS & TRAININGS

▪ *Cisco Certified Network Associate (CCNA)*

In Progress

TECHNICAL KNOWLEDGE

- Linux System Administration (VPS, cloud-hosted environments)
- Server Security Hardening (CIS benchmarks)
- Firewall Configuration & Access Control (CSF, iptables)
- SIEM & Log Monitoring (Wazuh, file integrity monitoring)
- Containerized Services (Docker, Docker Compose)
- SSL/TLS & HTTPS Management
- VPN Deployment & Troubleshooting (WireGuard)
- DNS & Email Authentication (SPF, DKIM, DMARC)
- Backup, Recovery & System Monitoring