# SUMMARY OF QUALIFICATIONS

# Bilingual IT Technician with over 5 years of experience in maintaining, deploying, and building technologies including Microsoft Azure, Active Directory Identity Management, and Microsoft 365. Proven track record in managing enterprise computing environments, enhancing security, and streamlining processes. Skilled in network infrastructure (Palo Alto, Cisco, and Meraki) and committed to continuous improvement and effective resource management.

# TECHNICAL SKILLS

# Cloud Technologies: Microsoft Azure (resource provisioning, allocation planning, security), Microsoft 365 (M365), Google Workspaces

# Identity Management: Active Directory, Single Sign-On (SSO)

# Networking: Experience with Palo Alto, Cisco, and Meraki

# Operating Systems: Windows Server 2012-2019, Windows 7/8/10, Unix/Linux, macOS

# Scripting Tools: PowerShell, Google Workspace Admin

# ITSM: ITIL principles, Atlassian Jira, ServiceNow

# Virtualization: XCP-NG, VMware vSphere

# CERTIFICATIONS

# CompTIA CySa+ certification, 2024

# CompTIA A+ certification, 2024

# Cisco Certified Network Associate, 2022

# CompTIA Network+, 2024

# CompTIA Security+, 2024

# Microsoft Certified Azure Fundamentals AZ-900, 2024

# Cisco Cybersecurity Essential Certification, 2024

# Fortinet Certified Fundamentals Cybersecurity, 2024

# LinkedIn Certificate in Scripting and Automation, 2024

# WORK EXPERIENCE

**Repair Center Supervisor**

SUSTAIN HASH Technologies, Edmonton  
June 2023 – September 2024

# Coordinated daily repair schedules to optimize workflow, enhancing team efficiency in a fast-paced environment.

# Utilized ServiceNow for ticket management, streamlining issue resolution and improving communication within the team.

# Delivered IT support to colleagues, resolving 95% of technical issues on the first call, contributing to increased productivity.

# Trained new staff on repair processes and safety procedures, ensuring adherence to workplace safety regulations.

# IT Network and Security System Engineer SERVITEL SA, Douala June 2018 - May 2023

# Managed user accounts and permissions in Microsoft Active Directory, enhancing access control and security measures.

# Led the deployment and management of IT networks, including Palo Alto and Cisco infrastructure, to support organizational operations.

# Provided technical support for Microsoft 365 applications, focusing on resource provisioning and security management.

# Assisted in the configuration of Single Sign-On (SSO) solutions to streamline user access across platforms.

# \*Key achievement

# Douala international airport, 2020: IT network deployment and management.

# Successfully deployed and managed the IT network for Douala International Airport, enhancing connectivity for 182 users within 35 weeks.

# IT Support Specialist Chanas Assurances, Douala July 2017 - May 2018

# Provided tier 1 and tier 2 technical support, achieving a 30% reduction in escalated tickets through effective troubleshooting and communication.

# Documented service requests and resolutions to maintain an accurate ticketing system, improving tracking and reporting.

# \*Key achievement

# Successfully enhanced customer support processes, contributing to improved service quality and user satisfaction.

# VOLUNTEER

# Digital Literacy Tutor

# Project Adult Literacy Society, Edmonton

# June 2023 – September 2024

# Conducted tutoring sessions on computer basics and software applications, achieving high participant satisfaction.

# Facilitated workshops on HTML/CSS, helping participants develop essential technical skills.

# EDUCATION

# Cybersecurity Diploma

# Alberta Education center, Alberta,2024

# Bachelor’s degree in Computer science

# University of Dschang, (Wes equivalence available)

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