

# Alpha Oumar Keita

Winnipeg, Manitoba

+1 (438) 861- 3283

[alphaoumark5@gmail.com](mailto:alphaoumark5@gmail.com)

[Portfolio : alphaoumar25.github.io/Alpha\\_Portfolio/](https://alphaoumar25.github.io/Alpha_Portfolio/)

## Professional Profile

Information Technology student with experience in bilingual support and operations management. Skilled in technical problem solving, with advanced networking and systems administration skills. Currently completing my Work Experience Placement at MPI within the IT Service Desk – IT Management team. Highly motivated to continue contributing as a permanent member of the team.

## Skills Summary

---

- **Network management and configuration:** Advanced configuration of switches, routers and LAN/WAN network management.
- **Server administration:** Create and manage virtual servers, add and configure roles, and manage via Windows Admin Center.
- **Operating systems and virtualization:** Installation and advanced configuration of Windows and Linux, management of virtual environments for testing and analysis.
- **Programming Languages:** Proficient in JavaScript; familiar with Python, with demonstrated ability to develop effective and innovative solutions.
- **Hardware skills:** Assembly, disassembly, and basic maintenance of computers.
- **Bilingual customer service:** Delivering exceptional bilingual customer service in English and French, consistently achieving a high satisfaction rate.
- **Multitasking and problem solving:** Ability to manage several tasks simultaneously and quickly solve technical and operational problems.
- **Organization and teamwork:** Sense of organization, versatility, management skills and effective communication.
- **Bilingual:** Fluent in French and English.

## Professional Experience

---

### **Bilingual Operations Specialist | May 2024 – September 2024**

*SkipTheDishes, Winnipeg, Manitoba*

- Ensured positive delivery experiences for couriers, aligning with company values.
- Managed online and offline chats, providing support in English and French.
- Handled inbound calls and processed email tickets related to courier issues.
- Adapted to tools and procedures across multiple international markets.

### **Bilingual Store Associate | April 2024 – August 2024**

*Saint Leon Gardens, Winnipeg, Manitoba*

- Delivered bilingual customer service and handled transactions.
- Restocked displays, managed inventory, and maintained store cleanliness.
- Performed waste management and end-of-day tasks.

### **Multi-Skilled Sales Agent & General Manager | 2021 – 2023**

*Gui Market, Conakry, Guinea*

- Managed sales operations and customer communications.

- Oversaw social media marketing and conducted customer outreach.
- Supervised delivery personnel and ensured timely distribution.

## Tutoring Experience

---

### Group tutor in Cybersecurity | January 2025 – April 2025

*Saint Boniface University, Winnipeg, Manitoba, Canada*

- Guide first-year students in understanding the fundamentals of cybersecurity and good security practices.
- Introduce and demonstrate the use of various cybersecurity tools, including Wireshark, Nmap, Zenmap, and other Kali Linux utilities for scanning, spoofing, sniffing, and network analysis.
- Raise awareness about common cyber threats and share best practices to avoid phishing attacks, malware infections, and other security risks.
- Support students in learning about system updates, patch management, and basic security configurations to strengthen their security posture.

### Group tutor in Networks Configurations | September 2024 – April 2025

*Saint Boniface University, Winnipeg, Manitoba, Canada*

- Guide first-year students in mastering fundamental networking concepts and simulating configurations using Packet Tracer.
- Perform advanced configuration of network devices, on both physical and virtual machines.
- Teach best practices for installing, configuring, deploying and using a computer network.

### Group tutor in JavaScript Programming | September 2024 – December 2024

*Saint Boniface University, Winnipeg, Manitoba, Canada*

- Introduce JavaScript programming to beginner students, covering the basics of programming logic.
- Develop interactive projects using object-oriented concepts, with collision management, graphical animation and keyboard interaction.

## Education

---

### Diploma in Information Technology | September 2023 – Present

*Saint Boniface University, Winnipeg, Manitoba, Canada*

### Bachelor of Civil Engineering (2 Years) | 2020 - 2022

*Gamal Abdel Nasser University, Conakry, Guinea*

## Certifications and Scholarships

---

- Excellence Scholarship – Information Technology Program (2025)
- Digital Marketing Fundamentals
- Creating and Developing an E-commerce Business

## Interests

---

- Travel, reading, sports, movies