AMBROSE OTUNDO ONSARE

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EDUCATION

University of Cincinnati | December 2023 – January 2024
Azure Administrator Boot Camp

CyberShujaa Cohort V | September 2023 - November 2023
Cloud and Network Security Analyst

African Leadership X Scholarship | February 2022 - March 2023
Full Stack Software Engineering

Kisii University | September 2017 - September 2021
Bachelors in Information Science - Second Class Upper Division

SKILLS & TECHNICAL TOOLS

Technologies: Git, Linux, Django Rest Framework, MySQL, Azure, Google Cloud, Huawei Fusion Compute, Oracle Cloud Infrastructure, MS O365, Dynamics 365.

Skills: Active Directory, Help Desk Technical Support, Computer Hardware repair, Network Security, Cloud Security, End User training, IT Service Management, IT Service Delivery

EXPERIENCE

ICT AUTHORITY INTERN: Presidential Digital Talent Programme. December 2022 - November 2023
KRA NAKURU

- Took inbound emails/calls/tickets from users with technical IT issues for resolution.
- Huawei and Citrix Virtual Desktop Interface thin clients installation and configuration.
- Hardware repair PC, Laptops and Cisco Switches ensuring reliability and device lifespan longevity.
- NavGis Network monitoring for network outage which ensured a 99% of network uptime.
- Provided remote and On-premise support for Windows and Mac devices for local and regional users.
- Designed and setup LAN on the premises for new office space.

ICT Support: Rural Electrification and Renewable Energy Corporation   July 2021 - September 2021
South C, Nairobi

- Installing, configuring, repairing and upgrading of Hardware and computer software
- Windows Server 2012 R2 administration and Microsoft Exchange 2013 for user accounts and emails.
- Providing user Technical support to staff in the organization both locally and regional offices.
- Configured and installed Sophos VPN clients for users in supporting remote working.

Software Reviewer at U-test: Remote USA   Feb 2018 - Nov 2020

- Proficiently conducted manual and automated testing across web, mobile, and desktop applications.
- Collaborated with clients to understand project requirements and delivered high-quality testing services

COURSES/CERTIFICATIONS

- Microsoft Certified Azure Fundamentals
- CISCO- Linux Unhatched
- Google Project Management
- Google Professional IT support
- Certified Oracle Cloud Infrastructure Associate
- CCNA 1: Introduction to networks
- CCNA 2: Switching and Routing Networks
- CCNA 3: Enterprise Networking, Security and Automation
- ISO/IEC 27001:2022 Information Security Associate
- Fortinet Certified Associate Cybersecurity