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

Udacity Nano Degree | August 2023 - September 2023

Business 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, G-SUITE, 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
Deployed at 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, Cisco Switches and routers ensuring reliability and device lifespan longevity.
- ICT end user support achieving a 98% customer satisfaction score.
- NavGis Network monitoring for network outage which ensured a 99% of network uptime.
- Procedural documentation and writing of relevant reports for review
- Provided remote and On-premise support technical support Windows/Linux and Mac devices for local and regional users.
- Ticketed, Resolved and closed work ticket on an internal ITSM tool.

ICT Support: Rural Electrification and Renewable Energy Corporation   July 2021 - September 2021

- Installing, configuring, repairing and upgrading of Hardware and Software
- Administration of Active Directory Windows Server 2012 R2 and Microsoft Exchange 2013 for user accounts and emails.
- Providing user support to staff in the organization both locally and regional offices.

Software Reviewer at U-test | Freelance   Feb 2018 - Nov 2020

- Proficiently conducted manual and automated testing across various digital platforms, including web, mobile, and desktop applications.

- Collaborated with clients to understand project requirements and delivered high-quality testing services, resulting in improved product quality.

PROJECTS

Chore Bot | HTML, CSS, JavaScript : [Live Link](#)

- Used HandlebBars.js library to create a bot that makes you choose if you want to do a certain chore or not.

StoreFront API | Python, Django, Django Rest Framework : **[Live Link](#)**

- The storefront API uses the Django Rest Framework.
- It has useful endpoints and one can use it to develop an ecommerce store.

Twitter Bot @tweetsvalley | Python, Google Cloud, Google Sheets API

- Auto tweets motivational quotes from a google sheet dataset.

COURSES/CERTIFICATIONS

- Microsoft Certified Azure Fundamentals

- CISCO- Linux Unhatched

- Google Project Management

- Google Professional IT support

- Certified Oracle Cloud Infrastructure Associate

- Associate $(ISC)^2$ Candidate – ID: 1751670

- CCNA 1: Introduction to networks

- CCNA 2: Switching and Routing Networks

- CCNA 3: Enterprise Networking, Security and Automation

- CLC Africa PRINCE 2 Foundations and Practitioner

- ISO/IEC 27001:2022 Information Security Associate