

# EMMANUEL NGULUBE

## STUDENT NETWORK ENGINEER

Aspiring Network Engineer and CCNA CISCO IT Essentials student with a strong focus on optimizing network performance. Proficient in strategic network management and effective team collaboration. Seeking opportunities to apply and expand my skills in a dynamic environment.

## CONTACT

- 🏠 Lusaka, Zambia
- 👤 +260 979236667
- ✉️ emmanuelngulube25@outlook.com

## EDUCATION

### Bachelor of Science in Computer Science

The University of Zambia

Feb 2022 - present

- Specialization in Cybersecurity.
- Thesis on "Innovative Strategies for Strengthening Cyber Defense and Protecting Digital Assets."

### CCNA IT Essentials

CISCO Academy

Jan 2023- Aug 2024

- Relevant Coursework in CISCO IT Essentials.

## SKILLS

- Technical troubleshooting
- Customer support
- Customer identification
- Excel proficiency
- Client onboarding
- Microsoft office
- Account verification
- Problem-solving
- Multitasking Abilities
- Data analysis
- Document review
- AML compliance
- Network security

## WORK EXPERIENCE

### IT Essentials

The University of Zambia

Jan 2023 - Present

- Customer software and hardware support
- Troubleshooting and resolving issues
- Utilized advanced technical skills to troubleshoot complex issues and implement effective solutions.
- Conducted routine maintenance on mechanical systems and industrial equipment to ensure optimal performance.

### KYC Analyst

Airtel Zambia

July 2019 - Dec 2021

- Assisted in analyzing customer documents for verification and authenticity.
- Supported the onboarding process by gathering necessary KYC information.
- Updated and maintained KYC records in compliance systems accurately.
- Reviewed customer documents and information to ensure compliance with KYC regulations.
- Updated client profiles with relevant KYC information.
- Ensured that all AML and KYC policies are properly implemented across the organization.
- Identified customer risk levels based on established criteria.

### Student Network Engineer

The University of Zambia

Feb 2022 - present

- Conducted risk assessments to identify vulnerabilities in university systems.
- Monitored network traffic for suspicious activities and potential threats.
- Evaluated new security tools and technologies for potential adoption at the university.
- Collaborated with IT teams to develop secure configurations for operating systems, applications, and hardware devices.
- Researched emerging threats using threat intelligence sources.
- Configured antivirus software programs for

## CERTIFICATIONS

- **CCNA: Introduction to Networks**
- **CCNA: NDG Linux Essentials**
- **CCNA: IT Essentials**