

GRACE WAMBUI

Information Security | IT Support | Risk & Compliance

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PROFESSIONAL SUMMARY

IT and Information Security professional with hands-on experience in IT service desk support, systems troubleshooting, ICT operations, and information security practices. Strong grounding in information security frameworks, IT risk identification, incident response, and compliance principles. Demonstrates the ability to support secure and reliable technology environments through effective user support, accurate documentation, and adherence to governance and security standards in fast-paced operational settings.

CORE COMPETENCIES

- **IT Support & Service Operations**

IT Service Desk Support · Hardware & Software Troubleshooting · User Account Support · Device Configuration · Network Basics · Peripheral Maintenance · Incident Logging & Resolution

- **Information Security & Risk Management**

Information Security Fundamentals · Incident Response Support · Security Awareness · IT Risk Identification & Assessment · Governance, Risk & Compliance (GRC) Concepts

- **Frameworks & Standards**

ISO/IEC 27001 · NIST Cybersecurity Framework · COBIT 2019

- **Data, Tools & Reporting**

Microsoft Office Suite (Advanced Excel) · Python · SQL · Power BI · Data Entry & Data Management

- **Digital Strategy & Technical**

Digital Marketing · Salesforce CRM Optimization · Web Development (HTML/CSS/JS) · Adobe Suite · Data Visualization

- **Cross-Functional Coordination**

· Communication · Commercial Reporting · Process Optimization · Client Relationship Management

PROFESSIONAL EXPERIENCE

IT Technical Support Intern

Kenya Airports Authority (KAA) – Nairobi, Kenya

August 2025 – December 2025

- Provided first-level IT support through the ICT Service Desk by resolving logged user support requests in a timely and professional manner.
- Supported Microsoft Outlook email setup, access issues, and troubleshooting for end users.
- Assisted in the operation and monitoring of the Flight Information Display System (FIDS) at Jomo Kenyatta International Airport (JKIA), ensuring accurate and uninterrupted display of flight information.

- Diagnosed and resolved printer and scanner issues, restoring functionality and minimizing office downtime.
 - Maintained and repaired peripheral devices connected to desktops and laptops.
 - Conducted secure data transfers for users in line with internal ICT policies and procedures.
 - Joined and configured computers to the KAA domain, ensuring compliance with organizational IT and security standards.
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EDUCATION & PROFESSIONAL DEVELOPMENT

- BSc.in Applied Computing (Information Security) – KCA University (2025) – First Class Honors
 - Cybersecurity – IBM Skills build (2025)
 - Google Digital Marketer - Google Skillshop (2024)
 - KCSE - St. George's Girls' Secondary School (2020)
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LANGUAGES

English – Full Professional Proficiency

Kiswahili – Native

REFERENCES

Available upon request.