

# **Estelle Tientcheu**

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## **Bilingual Cybersecurity & Technology Professional**

### **SUMMARY OF QUALIFICATIONS**

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Bilingual (English/French) Cybersecurity and Cloud Development professional with **5+ years of IT support and technical experience** and hands-on SOC training. Skilled in security tools (Splunk, Nessus, Snort) and familiar with industry frameworks including NIST CSF and MITRE ATT&CK. Adept at troubleshooting, Active Directory administration, and scripting across multiple operating systems and cloud environments. Proven ability to improve service efficiency, resolve technical issues quickly, and support secure system operations. stakeholders.

### **EDUCATION**

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#### **Bachelor's Degree in Electronics and Electrical Engineering**

University of Bamenda, Cameroon

**November 2013 - September 2016**

#### **Computer Programmer Diploma**

Algonquin College, Ottawa, ON

**March 2023 - June 2024**

#### **Cyber Security Analysis Graduate Certificate**

Algonquin College, Ottawa, ON

**September 2024 - April 2025**

#### **Cloud Development and Operations Graduate Certificate**

Algonquin College, Ottawa, ON

**May 2025 – present**

### **TECHNICAL SKILLS**

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- **Security Tools:** Nessus, Wireshark, Splunk, Nmap, Metasploit, Burp Suite, Snort IDS/IPS.
- **Frameworks & Standards:** NIST CSF, ISO 27001, OWASP Top 10, MITRE ATT&CK, STRIDE.
- **Programming & Scripting:** Python, C++, Java, SQL, Shell, Bash, PowerShell.
- **Cloud & Infrastructure:** Exposure to AWS, Azure, GCP, VMware, Kubernetes.
- **Operating Systems:** Linux (Ubuntu, CentOS, Kali), Windows (Server, Active Directory (Domain Services, Group Policy), 7-10/11).
- **Networking:** Palo Alto NGFW, pfSense, TCP/IP, Network Protocols.
- **Database Systems:** MySQL, Microsoft SQL Server, Oracle, MongoDB, Neo4j.
- **Productivity & Collaboration:** Microsoft 365 (Outlook, Excel, Word, PowerPoint, Teams), Jira, GitHub.
- **Web Development:** HTML, CSS, JavaScript, PHP.

### **SELECTED PROJECTS**

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#### **SOC Incident Response Simulation | Algonquin College | 2024**

- Simulated a Security Operations Center (SOC) environment using Splunk for log analysis and alert monitoring.

- Utilized Snort IDS to detect malicious network activity and mapped attacker Tactics, Techniques, and Procedures (TTPs) to the MITRE ATT&CK framework.

## WORK EXPERIENCE

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### Bilingual Customer Service Representative

*MSI-Corp, Ottawa, Canada*

**December 2022-January 2023**

- Resolved complex client inquiries in English and French, maintaining a 98% customer satisfaction rate.
- Improved CRM data accuracy by implementing mandatory field requirements and streamlined resolution processes by creating a knowledge base of common solutions, reducing average response time by 20%.
- Identified recurring technical issues (e.g., connectivity, setup errors) and collaborated with IT to create a troubleshooting script, reducing repeat calls by 25%.

### Electronics Instructor

*CETIC de Djaglassi, Bertoua, Cameroon*

**April 2017- September 2022**

- Designed and delivered tailored learning plans for 30+ students, integrating adaptive learning technologies and real-time feedback to boost overall performance by 15%.
- Developed and led hands-on labs in analog and digital electronics, emphasizing troubleshooting techniques and schematic interpretation.
- Trained students in safe handling of electronic equipment and fundamental cybersecurity practices for hardware systems.
- Cultivated a collaborative learning environment that enhanced technical problem-solving and analytical skills.

### Help Desk Support specialist

*CAMTEL Cameroun, Garoua, Cameroon*

**November 2010 - October 2013**

- Served as the first point of contact for IT support, resolving an average of 30+ tickets per week with a 98% first-contact resolution rate.
- Managed the full user account lifecycle for 30+ employees via Active Directory, including onboarding/offboarding and Group Policy management, ensuring 100% compliance with security policies.
- Reduced escalations to Tier 2 support by 15% by creating a knowledge base of solutions for common network, hardware, and software issues.
- Supported and troubleshooted the Microsoft 365 suite (Outlook, Teams, SharePoint), minimizing user downtime.

### Technical Support Agent

*IUT Cyber Cafe, Douala, Cameroon*

**September 2009- October 2010**

- Installed, configured, and maintained 50+ desktop systems and network devices, reducing downtime by 20%.
- Delivered one-on-one user training on cybersecurity best practices, resulting in fewer malware incidents.
- Implemented access controls, including firewall ACLs, to improve data protection.
- Assisted with system upgrades, patches, ensuring minimal disruption to end users.

## COMMUNITY INVOLVEMENT

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