

CONTACT

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PROFESSIONAL SUMMARY

Versatile and results-driven IT Consultant with a background in software development and a track record of aligning technology with business goals across banking, real estate, and health care sectors. Skilled in translating complex requirements into streamlined, data-driven solutions that enhance operations and decision-making. Known for bridging gaps between users and technical teams, improving processes, and delivering meaningful outcomes in fast-paced environments.

SKILLS

- **Frontend:** Angular, React, JS, HTML, CSS. Built a **personal portfolio/CV website** with responsive interfaces, interactive components, and backend API integration.
- **Knowledge of:** C#, Java, Node.js (Express.js). Developed RESTful APIs, routing, middleware, CRUD operations, and integrated with MySQL databases.
- **Data & Business Analysis:** SQL, Tableau, Power BI; Requirements Gathering, Process Documentation, Workflow Optimization
- **Additional IT Skills:** Endpoint protection (CrowdStrike, EDR), IDS/IPS, Malware & Ransomware Mitigation, Threat Hunting, Incident Response

KATU BIRABWA

IT CONSULTANT

EXPERIENCE

 **IT Consultant** 1199SEIU United Health Care Workers East - New York, NY
07/2025 - Present

- Delivered Tier 1–2 technical support for **200+ Microsoft 365 users**, resolving authentication, access, and networking issues with a **95%+ resolution rate**, ensuring secure and efficient collaboration.
- Strengthened endpoint security by deploying and managing **CrowdStrike EDR, Intune policies, and OnePassword**, reducing security incidents by **30%** within **3 months**.
- Conducted **threat detection, incident response, and system patching** across **150+ endpoints**, escalating **100% of critical events** to senior security teams.
- Performed hardware diagnostics and secure device builds (motherboard, SSD, RAM, peripherals), cutting downtime by **40%** while ensuring all systems met compliance baselines.
- Authored step-by-step security and troubleshooting documentation in **Scribe**, streamlining workflows

 **IT Help Desk & Business Analyst (Contract)** Itau Private Bank - New York, NY
05/2025 - 07/2025

- Facilitated cross-team collaboration by documenting business requirements in Confluence and tracking updates using Microsoft 365 tools
- Analyzed service desk trends and optimized support processes using Zendesk, improving ticket resolution time by **15%**
- Collaborated with IT engineers to upgrade internal infrastructure and enhance system performance
- Analyzed competitive market strategies through analysis of related product, market, and share trends.

 **EXTRACURRICULAR ACTIVITIES** JPMORGAN CHASE & CO. Forage Virtual Experience Program Participant - New York, NY
05/2021 - 06/2021
Participated in open access JP Morgan Virtual Experience Program with Forage

- Task Completed include:
 - Interface with a stock price data feed
 - Use JPMC framework and tools
 - Display data visually for traders

EDUCATION

 **BACHELOR OF SCIENCE (B.S.): SOFTWARE DEVELOPMENT**
Grand Canyon University - PHOENIX AZ, 05/2024