

Emmanuel Gael Minkandi

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Conciliación, Montevideo, Uruguay 🇨🇲 Cameroonian Nationality 🕒 Immediate Availability

Professional Profile

Versatile IT Analyst with over 6 years of experience in cloud architecture (AWS), cybersecurity (EC-Council), DevOps, and technical support. Skilled in web development, data analysis (Power BI), and IT project management. Passionate about optimizing systems for performance, security, and scalability, with a proven track record in delivering innovative solutions.

Professional Experience

CRM Agent	<i>Asher SAS, Uruguay</i>	2023 – Feb 2025
<ul style="list-style-type: none">Managed a CRM platform for 130+ users organized into language-based teams, optimizing lead distribution to enhance sales efficiency by 20%.Provided real-time technical support to users, resolving 95% of issues within SLA timeframes.Generated and submitted daily sales reports to senior management, improving decision-making accuracy.Developed and delivered training programs to improve platform adoption and user proficiency.		
IT Project Manager (Contract)	<i>Rosa Parc237, Cameroon</i>	2021 – 2022
<ul style="list-style-type: none">Led web and e-commerce projects, ensuring on-time delivery within budget constraints.Provided software and hardware support, enhancing system reliability by 15%.		
IT Manager	<i>JESS ASSISTANCE Sarl, Cameroon</i>	2017 – 2019
<ul style="list-style-type: none">Managed user support and system administration, reducing downtime by 25%.Developed an internal e-commerce platform, increasing sales efficiency by 30%.		
Commercial Assistant & Trainer	<i>Apave Cameroon</i>	2019 – 2020
<ul style="list-style-type: none">Coordinated logistics for training programs and managed client relationships.		
Store Manager	<i>MAGICPHONE SA (Apple Authorized), Cameroon</i>	2015 – 2017
<ul style="list-style-type: none">Led a team of 10, achieving a 40% increase in sales through strategic initiatives.		

Technical Skills

- Cloud & Infrastructure:** AWS, Linux, Windows Server, DevOps, CI/CD, Docker
- Cybersecurity:** Network Defense, Ethical Hacking, Digital Forensics (EC-Council)
- Development:** Python (Django), SQL, React.js, Node.js, HTML, CSS, Laravel
- Data Analysis:** Power BI, MySQL
- Tools & ITSM:** ServiceNow, CRM, SAP, Git

Education

BTS in Information Systems	<i>ISTAG, Yaoundé</i>	2010 – 2013
Faculty of Economics & Management	<i>University of Yaoundé II</i>	2007 – 2009
Computer Engineering Degree (Ongoing)	<i>FING, UDELAR, Uruguay</i>	

Certifications

- AWS Solutions Architect – Associate (2025)
- IBM Technical Support Professional (2025)
- EC-Council Cybersecurity Essentials (2025)
- Power BI Intermediate & Advanced (2021)
- DevOps & SRE – Udemy (2024)
- Apple Product Professional (2016)

Languages

- French: Native
- English: Advanced (C1)
- Spanish: Intermediate
- Portuguese / German: Beginner

Notable Projects

- **School Management Application:** Developed a full-stack app using React.js, Strapi, and MySQL to streamline administrative tasks for 500+ users.
- **Tech & Mining Web Platform:** Built a scalable website for enterprise clients, integrating secure APIs and responsive design.
- **Booking & HR App:** Created an online reservation and HR management tool, improving operational efficiency by 35%.