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# Emmanuel Gael Minkandi

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[linkedin.com/in/emmanuel-minkandi](https://www.linkedin.com/in/emmanuel-minkandi)    Portfolio

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**

Asher SAS, Uruguay  
2023 - Feb 2025

- 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)**

Rosa Parc237, Cameroon  
2021 - 2022

- 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**

JESS ASSISTANCE Sarl, Cameroon  
2017 - 2019

- Managed user support and system administration, reducing downtime by 25%.
- Developed an internal e-commerce platform, increasing sales efficiency by 30%.

- **Commercial Assistant & Trainer**

Apave Cameroon

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2019 - 2020

- Coordinated logistics for training programs and managed client relationships.

- **Store Manager**

MAGICPHONE SA (Apple Authorized), Cameroon

2015 - 2017

- 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  
ISTAG, Yaoundé  
2010 - 2013
- Faculty of Economics & Management  
University of Yaoundé II  
2007 - 2009
- Computer Engineering Degree (Ongoing)  
FING, UDELAR, Uruguay

## 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)

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## 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%.