OLIVIA ANGULA

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PROFILE

I am a versatile technology professional with a Bachelors in Computer Science degree and an expertise in IT support, full-stack development, and innovative solutions.Combining both hardware/software troubleshooting skills (PC repair, system administration) with programming proficiency (TypeScript, React, PHP) and a passion for driving digital transformation. Adept at combining technical and business needs.

EDUCATION

Bachelor of Science in Computer Science (Honours)

University of Namibia │ 2020 – 2024

Cisco Networking Essentials Certificate

Cisco Academy │ 2022

High School Certificate

Gabriel Taapopi Secondary School │ 2017

TECHNICAL SKILLS

IT Support & Hardware:
- PC Repair (HDD/SSD replacement, RAM upgrades, BIOS troubleshooting)
- Operating System Installation (Windows, Linux)
- Helpdesk Support (Ticketing systems, user training)

Software Development:
- Frontend: TypeScript, React, HTML/CSS
- Backend: Node.js, PHP, Firebase
- Databases: SQL and Firebase

Security & Infrastructure:
- Windows Active Directory, Firewall/VPN Management
- Vulnerability Assessment (Nmap, Wireshark)

Innovation & Emerging Tech:
- Cloud Basics (AWS/Azure), Flutter/Dart (EduCharmAR app)
- Process Automation (Python/Bash scripting)

PROFESSIONAL EXPERIENCE

IT Helpdesk Officer

University Of Namibia (UNAM) | March 2025 - Present
Access Control & Security:
- Reset and unlock user passwords/accounts, enforcing identity and access management (IAM) policies for 500+ students/staff.
- Troubleshoot authentication issues (e.g., Active Directory, multi-factor authentication).

Incident Response:
- Log and escalate security incidents (e.g., phishing attempts, malware reports) to senior teams.
- Create and assign tickets for DICTS staff, ensuring audit trails for accountability.

Asset & Risk Management:
- Manage ICT assets (check-in/out PCs, peripherals), tracking hardware to prevent loss/theft.
- Package and dispatch assets, liaising with suppliers to document chain-of-custody for audits.

User Support & Compliance:
- Install/license software (e.g., SPSS), ensuring compliance with vendor agreements.
- Train users on password hygiene and safe computing practices.

Networking Essentials Trainee

Cisco Academy | 2022

- Built home and office network environments, configuring routers and switches for secure connectivity.
- Applied security best practices to protect against cyber threats and unauthorized access.
- Managed IPv4/IPv6 addressing and configured wireless routers for optimized performance.

Software Developer Intern

Legion Business Operations Consulting & Technologies (LOTS) | March 2024 – September 2024

- Designed and developed 3+ dynamic websites using JavaScript, TypeScript, Node.js, and Firebase.
- Integrated backend security measures to protect user data and ensure compliance.
- Provided technical support and troubleshooting for clients' digital solutions.

PROJECTS

EduCharmAR Mobile App
- Designed an AR literacy app with Flutter/Dart; implemented data encryption.
- Innovation Angle: Pitched to stakeholders, secured development funding.

Full-Stack Web Applications
- Built dynamic sites using React, TypeScript, and PHP; reduced load times by 30%.

PC Repair Initiative (Self-Initiated)
- Repaired 50+ university lab PCs (hardware/OS issues), saving $5K in replacement costs.

CERTIFICATIONS

- Cisco Networking Essentials **(2022)**
- CompTIA Security+ **(In Progress)**

LANGUAGES

- **English (**Fluent**) | Oshiwambo(**Fluent**)**

REFERENCES

Available upon request.