


CYNTHIA KAMAU

Cybersecurity and Data Analyst

CONTACT

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EDUCATION

Cybershujaa

May, 2025 - PRESENT

Cloud and Network Security

Jomo Kenyatta University of Agriculture and Technology

2018-2024

BSc. Computer Technology

Moi Girls' School Nairobi

2015-2018

KCSE - Grade (A) Plain

CERTIFICATIONS

- Cloud Practioners | AWS
- Certified in Cybersecurity | (ISC)2
- Cybersecurity Fundamentals Certificate | IBM

PROFILE

I'm a results-driven IT and data professional with 2+ years of experience in technical support, data analysis, and cybersecurity. I specialize in resolving complex issues, developing dashboards, and deploying secure, user-focused digital solutions. I consistently enhance systems, support cross-functional teams, and drive operational efficiency.

WORK EXPERIENCE

DATA AND CYBERSECURITY ANALYST

World Food Programme | UN Complex Gigiri-Nairobi

JULY 2024 – MARCH 2025

- Developed and deployed interactive dashboards in Tableau and Power BI, transforming raw data into actionable insights that enhanced decision-making across three major data initiatives.
- Automated and streamlined data collection workflows using ODK, Kobo Collect, and Moda, significantly improving data quality and reporting timelines.
- Collaborated in full-stack development of a NASCOP Nutrition Native React app and website, optimizing front-end performance and enhancing user experience for health data visualization.
- Strengthened IT security posture by managing server vulnerabilities through Qualys, monitoring firewalls, and responding to incidents to ensure compliance and business continuity.
- Delivered end-user support and training, resolving IT service desk issues, conducting Digital Cafés, and developing PowerApps to boost productivity and digital literacy.

PROJECTS

1. Asset Impact Monitoring from Space

Led data team in mapping geospatial assets using Google Earth Pro. Built data collection tools, analyzed spatial data, and created visual dashboards and reports that shaped strategic asset planning.

2. Promoting Peace and Inclusive Development – Garissa

Designed data tools, conducted key informant interviews, and visualized findings to inform inclusive development strategies. Authored final report used to guide peacebuilding efforts in conflict-prone areas.

SKILLS

- Technical Support & Troubleshooting
- Data Visualization (Power BI, Tableau)
- Data Collection & Field Tools (ODK, Kobo Collect, Moda)
- Front-End Development (React, React Native, PowerApps)
- Vulnerability Management & Mitigation (Qualys)
- Network & Firewall Monitoring
- IT Asset Management
- Python for Data Analysis
- Remote Desktop Support & Tools
- Cross-Functional Collaboration & User Training

IT SUPPORT

Smart Regional Consultants | Dennis Pritt Rd Biblica

JANUARY 2023 – APRIL 2023

- Resolved hardware and software issues through remote and onsite support, achieving 95% user satisfaction and enhancing operational efficiency.
- Configured and deployed workstations for new hires, reducing onboarding time by 30% and ensuring seamless access to IT systems.
- Tracked IT assets and managed inventory, maintaining 100% accountability and supporting audit readiness through accurate documentation using QuickBooks.
- Implemented system and network upgrades in collaboration with the IT team, improving performance and reducing downtime by 20%.
- Procured IT equipment and supported cross-functional teams, aligning purchases with budget constraints and improving finance and admin workflows.

RELATIONSHIP OFFICER

Equity Bank Limited | NHIF Community-Nairobi

JANUARY 2019 – AUGUST 2019

- Processed financial transactions including deposits, withdrawals, and tax payments with 100% accuracy, ensuring compliance with banking regulations.
- Delivered exceptional customer service as the primary point of contact, resolving inquiries and achieving a 95% client satisfaction rating.
- Built and maintained client relationships, identifying financial needs and recommending tailored solutions to drive retention and engagement.
- Surpassed sales targets by 20% through strategic relationship management and promotion of financial products and services.
- Collaborated with cross-functional teams to streamline service delivery, resolve complex issues, and support clients with account openings, loans, and investments.