ALEX MARUMO

Computer Science Graduate

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1 Profile

Detail-oriented Computer Science graduate with a strong foundation in networking and cybersecurity. Experienced in technical support and network operations, with a proven ability to troubleshoot, adapt, and collaborate effectively. Eager to contribute to innovative IT solutions and continuously develop professionally.

2 Education

BSc in Computer Science and Software Engineering
Botswana International University of Science and Technology (BIUST)

📅 Palapye, Botswana   ◆ 2021 – 2025 (Graduated)

3 Professional Experience

QA Automation Engineer (Freelance)
Contract

📅 Remote   ◆ July 2025 – August 2025

- Collaborated on end-to-end test automation for a modern web application using Playwright and Node.js.
- Implemented and maintained modular test suites, contributing to reusable utility modules and spec files.
- Supported test debugging and snapshot updates, aligning test coverage with evolving product behavior.
- Enhancing the test structure for the task module.
- Upgraded the lexical subrepo to the newest version.

Technical Support Intern
CENE Media

📅 Gaborone, Botswana   ◆ May 2024 – July 2024

- Delivered technical support to clients, configuring routers and resolving a wide range of networking issues.
- Troubleshot internet connectivity problems and guided customers through modem/router setups.
- Collaborated with senior staff on escalated incidents involving outages and configuration errors.
- Worked in the Network Operations Center (NOC), responding to alerts.
- Assisted with incident response and routine maintenance to ensure infrastructure stability.
- Played a key role in resolving a critical outage that impacted multiple users across the network.

4 Certifications

- Introduction to Cyber security | Cisco | Issued Oct 2025
- Data Analysis with Python | freeCodeCamp | Issued Aug 2025
- Cybersecurity Foundations | NASBA | Issued Jun 2025

5 Skills

Technical

Router Modem Configuration | Network Operations | Troubleshooting | Network Security Implementation | Cybersecurity | IT Infrastructure | Computer Network Operations | Software Development

Soft Skills

Problem Solving | Customer Support | Communication | Time Management | Adaptability | Teamwork | Research | Project Management