



Fimbi Feumbi Foi | IT Support Technician

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Professional Profile

Experienced IT Support Technician with a wealth of experience and knowledge using different tech tools to help organizations improve their results.

Qualified in computer and software maintenance with exposure to server and desktop operating systems and hands-on experience providing tech support for businesses within Technology, Financial, and Consultancy. I am able to support stakeholders and colleagues to provide numerous business improvements through technology.

Core Skills

- Organisation
- Results-driven
- Data entry
- Admin support
- Troubleshooting
- Analysis
- Document editing
- Call handling
- Customer onboarding
- Programming

Career Summary

Jun 2021 - Present

Sparing Consulting Inc, Yaounde, Cameroon
Accountant/ IT Support

Outline

Working within the Bookkeeping department, overseeing all financial functions to ensure the clients are satisfied.

Providing a good technology-driven working environment, ensuring all tools are in place for colleagues to do tasks accordingly.

Key Responsibilities

- Implementing virtual desktop solution across 10 - 20 users
- Installation, configuration and upgrading of user workstation and server applications
- Creation and maintenance of user guides for Projects and Cloud drives of the company
- Troubleshooting technology problems across Yaounde and implementing effective solutions
- Diagnosing hardware and software issues presented by users

Key Achievements

- Improved user experience by implementing VMWare Horizon Desktop virtualization

Dec 2020 - Present

Abia Consulting Corp, Maryland, USA
IT Support (Part Time)

Outline

Reporting to Network Architect within technology team, supporting all technology operations and projects.

Key Responsibilities

- Testing applications rigorously, identifying issues and debugging
- Installation, configuration and upgrading of database, software, virtual devices
- Analysing performance and identifying opportunities to improve speed, accuracy and efficiency.
- Recommending optimal technology solutions to leadership to improve system functionality

Jul 2020 - Jan 2021

MEGAVAS, Yaounde, Cameroon
Application Support

Outline

Training, Support and troubleshooting school management application for clients and users

Sep 2018 - Jan 2019

AS Mballa Academy Foot, Yaounde, Cameroon
Developer

Outline

Building, testing, and improving the academy's websites, databases, and social media to support activities across this Football academy.

Jul 2019 - May 2020

BristNetwork, Maryland, USA
IT Support

Outline

Providing assistance to Network engineers during the building of Enterprise network solutions, such as VPNs

Education

- **HND Computer Engineering, Option Computer Hardware and Network Maintenance** | CITEC Higher Institute of Technology and Management, Yaounde, Cameroon | Aug 2014 - Jul 2016
- **Bsc. Computer Science** | University of the People | Aug 2017 | Ongoing
- **GCE A Level** | The Apostolic Secondary School, Nkwen Bamenda | High School Diploma

Additional

Hobbies & Interests

Sports team, Photography, Football, Volunteering, Running own website

Software

Microsoft office, Excel, Google Sheets, Word, PowerPoint, Outlook, Google Mail, Quickbooks, Microsoft Windows, Adobe Photoshop

Hardware

Infrastructure, Desktops, Networking, Mobile, VoIP, Datacentres, LAN, WAN, Servers, Printers

Programming Languages

HTML, CSS, Javascript, Python, C++

Languages

English, French