

# IAN CLIFF WENDE

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## Professional Summary

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Result-oriented Junior Cloud Engineer with a focus on optimizing cloud infrastructure for scalability and efficiency. Committed to automating workflows, enhancing system reliability, and reducing downtime. Skilled in troubleshooting and implementing cost-effective cloud solutions. Driven to improve performance through innovation and best practices.

## Professional Skills

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|--------------------------------|----------------------------|
| ○ Cloud Computing Fundamentals | ○ Scripting & Automation   |
| ○ System Administration        | ○ Version Control (Git)    |
| ○ Networking Basics            | ○ Monitoring & Logging     |
| ○ Troubleshooting & Debugging  | ○ Problem-Solving          |
| ○ Security Best Practices      | ○ Communication & Teamwork |

## Professional Experience

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### Research Assistant

*Nairobi, Kenya*

*Dignitas Project*

*Aug 2024 – Oct 2024*

- Conducted in-depth data collection and analysis using KoBoToolbox to assess the impact of educational programs.
- Collaborated with key stakeholders, including educators and policymakers, to translate research insights into actionable strategies.
- Optimized data collection methodologies, ensuring accuracy, consistency, and compliance with research standards.
- Developed comprehensive reports and presentations to support data-driven decision-making.
- Provided strategic recommendations to improve program effectiveness based on data analysis and field observations.
- Ensured ethical research practices by maintaining strict adherence to data privacy and documentation standards.

### Customer Service Representative

*Nairobi, Kenya*

*Phonetopia*

*Jan 2023 – July 2024*

- Provided technical support and issue resolution through multiple communication channels, ensuring a seamless customer experience.
- Strengthened client relationships by delivering prompt and personalized customer service.
- Developed and implemented customer engagement strategies, improving satisfaction and retention rates.
- Maintained and analyzed customer interaction records to identify trends and recommend service improvements.
- Optimized workflows by identifying process inefficiencies and recommending automation solutions.
- Assisted in training and onboarding new team members, improving overall team performance and knowledge retention.

## Intern

Ministry of Roads and Transport

Nairobi, Kenya

Sep 2022 – Dec 2022

- Assisted in drafting official reports, policy briefs, and government correspondence to support infrastructure planning.
- Conducted research and data analysis to inform strategic transportation initiatives and decision-making.
- Managed and organized key documentation, improving administrative workflows and data accessibility.
- Facilitated communication between government departments, stakeholders, and project teams.
- Provided logistical and technical support for high-level meetings, including documentation and report preparation.
- Designed presentations and briefing materials for discussions on national transport and infrastructure projects.

## Education

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**Jomo Kenyatta University of Agriculture and Technology**

2020 – 2024

*BSc in Public Administration and Leadership*

- Achieved **Second Class Honours (Upper Division)**.

**Maranda High School**

2016 – 2019

*Kenya Certificate of Secondary Education (KCSE)*

- Earned a **B- (Minus)** grade.

**Newlight Junior Academy**

2011 – 2015

*Kenya Certificate of Primary Education (KCPE)*

- Built a **strong academic foundation**.

## Licenses & Certifications

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**AWS Solutions Architect Training – Amazon Web Services (AWS)**

*In Progress*

- Currently undergoing training in AWS architecture, cloud security, and scalable infrastructure.

**AWS Certified Cloud Practitioner – Amazon Web Services (AWS)**

*Issued Jan 2025*

*Expires Jan 2028*

- Validated expertise in AWS cloud fundamentals, architecture, and security best practices.

**AWS Academy Graduate – AWS Academy Cloud Foundations**

*Issued Jan 2025*

- Gained hands-on experience with AWS core services and cloud computing principles.

**Professional Foundations – ALX Africa**

*Issued Oct 2024*

- Strengthened leadership, problem-solving, and teamwork abilities for professional growth.

**AI Career Essentials – ALX Africa**

*Issued Jul 2024*

- Developed a foundational understanding of Generative AI, LLMs, and AI-driven career strategies.

**Website Development Boot Camp – eMobilis Mobile Technology Institute**

*Issued Jul 2024*

- Acquired proficiency in full-stack web development using HTML, CSS, Bootstrap, Python, and Django.

**Data Analysis with Microsoft Excel – Beyond Data Community**

*Issued Jun 2024*

- Developed expertise in data visualization, statistical analysis, and report generation.

**Introduction to CSS – SoloLearn**

*Issued Oct 2023*

- Gained foundational knowledge of CSS for web design and layout structuring.

**Microsoft Learn AI Skills Challenge – Microsoft**

*Issued Aug 2023*

- Explored AI fundamentals, machine learning applications, and automation concepts.

**Introduction to Front-End Development – Coursera**

*Issued Sep 2022*

- Learned key front-end development concepts using HTML, CSS, and JavaScript.

## Fundamentals of Digital Marketing – Google

*Issued Jun 2022*

- Developed expertise in SEO, content strategy, and social media marketing.

## Microsoft Office Skills Training – African Development Bank Group

*Issued Aug 2020*

- Achieved proficiency in Microsoft Word, Excel, PowerPoint, and other Office applications.

## Projects

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### Hosting a Static Website on AWS S3

- Configured and deployed a static website on Amazon S3 with secure access controls.
- Integrated AWS CloudFront to enhance content delivery and optimize performance.

### Café Website Transformation — Dynamic & Scalable Solution (AWS EC2)

- Configured an EC2 instance optimized for performance, set up a LAMP stack, and integrated AWS Cloud9 for smooth development workflow.
- Created an AMI for seamless instance replication and launched the website in multiple AWS regions for high availability.

### Netflix Data Insights Dashboard

- Developed an interactive analytics dashboard using Amazon QuickSight to visualize Netflix content trends.

### AWS Identity and Access Management (IAM) Setup

- Designed and implemented IAM roles and policies to regulate user permissions securely.
- Enabled Multi-Factor Authentication (MFA) and least-privilege access controls to enhance security.

## Additional Information

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- Proficient in administrative support, project coordination, and workflow optimization.
- Skilled in data collection, analysis, and report preparation to support decision-making.
- Strong stakeholder engagement and cross-functional communication abilities.
- Experienced in document management, compliance tracking, and record-keeping.
- Knowledgeable in customer service best practices and issue resolution techniques.
- Adept at using KoBoToolbox, Microsoft Office Suite, and project management tools.
- Capable of handling confidential information with integrity and discretion.
- Strong problem-solving, time management, and attention to detail in dynamic environments.

## Tools and Technologies

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|---------------------------|---------------------------|
| ◦ AWS (EC2, S3, IAM)      | ◦ Bash & Python Basics    |
| ◦ Microsoft Azure Basics  | ◦ Git & Version Control   |
| ◦ Google Cloud Basics     | ◦ CI/CD Fundamentals      |
| ◦ Linux & Windows OS      | ◦ Monitoring Tools Basics |
| ◦ Networking Fundamentals | ◦ Containerization Basics |

## Referees

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Available upon request.