



## KAYIJUKA JOSEPH

IT support | Cloud computing | IT Help desk support

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### Summary

IT professional with hands-on experience in IT support and cloud computing, expert in troubleshooting and cloud administration. Key achievements include reducing ticket resolution time by 30%, which increased customer satisfaction ratings by 25%, and automating 20% of routine tasks, saving 10 hours weekly for the IT support team. Seeking an IT Support intern position at Dolby Laboratories, where I bring my IT support and cloud computing skills to support your mission of Dolby Laboratories.

### Experience

dpointgroup	Remote
IT Help Desk Support Intern	06/2024 - 11/2024
<ul style="list-style-type: none"><li>• Provided remote and on-site technical support for employees, troubleshooting issues with OS, software, and hardware.</li><li>• Administered IT environment, including workstations, printers, and software installations, updates, and patches.</li><li>• Utilized helpdesk tools to log and follow-up on tickets, escalating issues as needed.</li><li>• Maintained up-to-date internal documentation, adhering to IT guidelines and standard operating procedures.</li></ul>	

### Education

University of Zielona Góra	
Bachelor's degree, Computer Science	2023 - 2026
<ul style="list-style-type: none"><li>• Relevant Coursework: Networking, Operating Systems, Database Management, Cloud Computing</li></ul>	

### Languages

English	Native	●●●●●	French	Proficient	●●●●●	Turkish	Advanced	●●●●●
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### Skills

Operating Systems: Windows 10/11 · MacOS · Windows Server Administration

Cloud & Virtualization: Cloud Administration · Docker · OpenShift · Kubernetes · VMware

IT Support: Troubleshooting · Helpdesk Tools · SLA Standards

IT Infrastructure: Device Management · IT Environment Administration · Inventory Management

Networking: TCP/IP · DNS · DHCP · LAN

Tools & Platforms: Microsoft 365 Suite · Salesforce · Salesforce Marketing Cloud · Jira · Azure DevOps · Zabbix

Programming: Python · Pandas · NumPy · JavaScript · Java · HTML · CSS · SQL · C#

### Certification

Google Cloud Fundamentals  
<https://www.coursera.org/account/accomplishments/verify/92E582AMG5D7>

Programming Foundations with JavaScript, HTML and CSS  
<https://www.coursera.org/account/accomplishments/records/2HCAXY7UC3L5>