

KENNEDY MADANGOMBE

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FULL-STACK WEB DEVELOPER

BUILDING SCALABLE & SECURE WEB APPLICATIONS | CLOUD & DEVOPS | SYSTEM INTEGRATION

Result-driven customer service professional with extensive experience in the IT industry, known for delivering outstanding technical support and building strong client relationships. Proven ability to troubleshoot complex issues, communicate effectively with both non-technical users, and collaborate across teams to drive continuous improvement. Skilled in managing help desk operations, supporting software and hardware systems, and utilizing ticketing systems like ServiceNow and Ninja. Adept at working in fast paced environments while maintaining a strong customer focus and ensuring high levels of satisfaction. Committed to leveraging technology to enhance user experience and support organizational goals

SKILLS & COMPETENCIES

Frontend: HTML, CSS, JavaScript (ES6+), React.js, Next.js

Backend: Node.js, Express.js, Django, Flask, PHP

Databases: MySQL, PostgreSQL, MongoDB, Firebase

DevOps & Cloud: Docker, AWS (EC2, S3, Lambda), CI/CD (GitHub Actions)

Security & Networking: Cybersecurity, Firewalls, VPN, OAuth

Version Control & Tools: Git, GitHub, Jira, ServiceNow

Other Technologies: Microsoft Active Directory, Office 365, Veeam Backup, Cisco Networking

EDUCATION

Full-Stack Web Development (Honor Roll) | Canadian Business College, Mississauga, ON — June 2025

Computer Network & Cybersecurity Engineering Diploma | Computek College, Toronto, ON — 2023

- AWS Certified Solutions Architect Associate / 2022
- CompTIA Security+ / 2022
- ITILv4 Foundation / 2022
- CompTIA A+ / 2022
- CCNA / 2022
- Sophos Firewall Certified Engineer v19.5 (ET80) /2023
- Sophos Central Endpoint and Server Protection Certified Engineer v4.0 (ET15) /2022

PROFESSIONAL EXPERIENCE

SYLOGIST – BARRIE, ON | 2023 - 2024

System Administrator

- Automated system monitoring and server maintenance with PowerShell & Python scripts.
- Maintained network infrastructure and secured IT environments using firewalls & VPNs.
- Managed Microsoft Active Directory & Office 365, provisioning users and configuring security policies.
- Developed internal web tools to automate IT support workflows.
- Configured and managed network servers, ensuring high availability and uptime for critical business applications.
- Led system security initiatives, implementing and maintaining firewalls, VPNs, and regular vulnerability assessments.
- Assisted in the migration of legacy systems to more efficient, cloud-based solutions, including AWS deployment.
- Provided end-user support, troubleshooting hardware/software issues and ensuring seamless IT operations across departments.

SOROC TECHNOLOGY – WOODBRIDGE, ON | 2012 - 2023

Help Desk Analyst

- Provided technical support and resolved software, network, and security issues.
- Used remote access tools (RDP, Bomgar, TeamViewer) for troubleshooting.
- Assisted in server installations, networking setups, and system integrations.