Matthias Komano

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Professional Summary

Entry-level IT Support and Cybersecurity professional with hands-on experience in troubleshooting, networking, system administration, and IT security. Strong foundation in computer science and committed to continuous learning. Proven ability to provide excellent technical support and implement security solutions.

Technical Skills

- Operating Systems: Linux, Windows

- Networking: TCP/IP, routing, switching, directory services

- Cybersecurity: Antivirus management, vulnerability assessment, penetration testing

- Tools & Platforms: Cisco Packet Tracer, SIEM tools, Kali Linux

- Soft Skills: Customer Support, Project Management, Process Improvement

- Emerging Tech: Basic knowledge of AI and Machine Learning

Professional Experience

IT Support Specialist

Success Digital Cafe - Ganta City, Liberia

March 2021 - June 2022

- Provided desktop and IT support to customers and staff

- Diagnosed and resolved software, hardware, and networking issues

- Maintained systems to ensure optimal functionality and security

- Delivered excellent customer service and technical troubleshooting

Education

Bachelor of Science in Computer Science (Honors) - Network Engineering

Kigali Independent University, Kigali, Rwanda

Senior Student - Ongoing

High School Diploma

Ganta United Methodist School, Liberia

Completed: December 2022

Certifications

- Google IT Support Professional Certificate - January 2025

- Google Cybersecurity Professional Certificate - February 2025

- Cybersecurity Experience Program - Mastercard (Ongoing Virtual Internship)

Projects & Additional Training

- Completed an 8-month IT support program developed by Google covering troubleshooting, customer service, networking, operating systems, system administration, and security with hands-on labs
- Engaged in hands-on practice through the Mastercard Cybersecurity Virtual Experience Program