

Dirane MIGUEH KENMOE

IT OPERATIONS ASSISTANT

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Summary

IT Specialist with 4+ years of experience in service desk operations, infrastructure support, and IT asset management within international and multicultural environments. I am skilled in servers administration/configuration, Microsoft 365 administration, LAN/WAN troubleshooting, and corporate applications (ticketing systems, and user support tools). Recognized for ensuring high availability of ICT systems, maintaining compliance with cybersecurity standards, and delivering timely technical support.

Core Competencies

- IT Service Desk & User Support
- Incident Management (Zabbix, Uptime Kuma)
- Hardware & Software Installation
- LAN/WAN & Wireless Network Support
- Microsoft 365 Administration
- IT Asset Management (GLPI)
- Cybersecurity & Data Protection Compliance
- Technical Documentation
- Staff Training & ICT Awareness

Professional Experience

IT Manager

PKFOKAM INSTITUTE OF EXCELLENCE – Yaounde, Cameroon

Jan 2018 – Present

- Acted as first point of contact for user support, resolving 90% of incidents at first level and second level.
- Installed, configured, and maintained network, servers, desktops, laptops, printers, and mobile devices for over 200+ end users.
- Supported corporate applications including Microsoft 365, Active Directory, and internal ticketing systems.
- Monitored LAN/WAN and wireless networks, ensuring 99% uptime across office connectivity.
- Logged all incidents in corporate ITSM tools and ensured timely follow-up until resolution.
- Delivered advanced ICT training sessions and onboarding for new staff, improving user adoption of digital tools and security awareness.

- Ensured compliance with IT security policies, reporting and assisting in the resolution of cybersecurity incidents.
- Supported video conferencing systems and technical setups during official workshops and events.

Business Analyst Junior

PKFOKAM INSTITUTE OF EXCELLENCE / RESEARCH CENTER – Yaounde, Cameroon

Nov 2014 – Dec 2017

- Worked closely with users to understand their needs and translate them into precise and detailed functional specifications.
- Participated in the design of innovative banking solutions (SARA Banking), taking into account technical constraints while ensuring an optimal user experience.
- Wrote clear and concise technical documents, detailed functional specifications for IT projects.
- Provided effective technical support to users, guiding them in the use of information systems and resolving their problems.
- Drafted technical documentation and user guides to standardize IT support procedures.

Education

- **Master's degree in management information system**

2013 – 2014 at Institut Supérieur de Technologie Appliquée et Gestion, Cameroon

- **Bachelor's degree in management information system**

2012 – 2013 at Institut Supérieur de Technologie Appliquée et Gestion, Cameroon

Certificates

- **Cisco Networking Academy (CCNA)**

2016 – 2017 at PKFokam Institute of Excellence

Languages

- English – Fluent (C)
- French – Fluent (C)

Technical Skills

- Operating Systems: Windows 10/11, Windows Server, Linux (Ubuntu, Debian)
- Tools & Applications: Microsoft 365, GLPI, Active Directory
- Networking: TCP/IP, LAN/WAN, VPN, Wi-Fi troubleshooting, Routers, Switch
- IT Asset Management: GLPI
- Security: Antivirus, Endpoint Protection, Data Protection Policies