

Dirane MIGUEH KENMOE

SYSTEMS AND NETWORK ADMINISTRATOR

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Summary

Systems and Network Administrator with over **6 years of experience** in **infrastructure support, network/systems administration, and IT operations** within academic and research environments. Skilled in **Microsoft 365, network/server administration, and IT service management**, with proven success supporting multi-site institutions. Strong interest in **innovation and research IT**, with the ability to train staff, document standard operating procedures(SOPs), and ensure compliance with cybersecurity and data protection standards.

Core Competencies

- **Virtualization / Containerization:** Vmware ESXI, Hyper-V, Proxmox, Docker.
- **Network & Systems Administration:** Windows server, Ubuntu server, VPS, VPN, firewall, Wi-Fi, LAN/WAN, DNS, DHCP, SSH, Bash scripting, Mikrotik, Cisco, Fortinet ,Docker.
- **Active Directory & User Management:** Accounts, permissions, Teams, Outlook, shared drives
- **Monitoring & Incident Management:** Zabbix, GLPI, Uptime Kuma.
- **Security:** Endpoint protection, Firewall policies, Vlan, IDS, IPS, IPsec/SSL, incident reporting.
- **Website & Applications:** WordPress, Webmail roundcube, Pi-Hole, Apache, MySQL .
- **Capacity Building:** Staff training, ICT awareness sessions, user documentation.

Professional Experience

IT Manager

PKFOKAM INSTITUTE OF EXCELLENCE – Yaounde, Cameroon

Jan 2018 – Present

- Installed, configured, and maintained **servers, LAN/WAN, wireless networks**, desktops, and mobile devices for 500+ end users.
- Administered **Microsoft 365 & Active Directory**, including account provisioning, security policies, and MFA enforcement.
- Supported and maintained IT systems for **academic and research operations**, ensuring 99% uptime across institutional connectivity.
- Ensured **compliance with IT security standards**, responding to and resolving incidents.
- Delivered **ICT training and onboarding** sessions for staff, improving adoption of digital tools and security awareness.
- Provided **1st, 2nd and 3rd level IT support**, resolving 98% of incidents without escalation.
- Assisted in technical setups for **conferences, workshops, and research projects**.

Business Analyst Junior

PKFOKAM INSTITUTE OF EXCELLENCE / RESEARCH CENTER – Yaounde, Cameroon

Nov 2014 – Dec 2017

- Collaborated with researchers and staff to capture requirements and deliver **technical specifications**.
- Supported the design of **digital financial and academic solutions** considering usability and technical constraints.
- Drafted **technical documentation and user manuals** for IT projects and applications.
- Provided effective **IT support to users**, guiding them in system use and troubleshooting.

Education

- **Master's degree 1st year in Computer science**

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

- **Bachelor's degree in computer science**

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

Certificates

- **Cisco Networking Academy (CCNA) - 04 Modules**

2016 – 2017 at PKFokam Institute of Excellence

Languages

- French
- English (Technical)

Projects

- Configuring a **Wireguard VPN connection** (Client-to-Site) between Afriland first bank and PKfokam Institute of Excellence – Research Center (Wireguard server on a VPS)
- Installation and configuration of **VMWare ESXI** on multiple HP Proliant gen 10 servers with disks on RAID 5 for fault tolerance. (**Sara Banking Project – Afriland First Bank**)
- Installation of a **wireless network with roaming capabilities** on Campus using Unifi Access points (Captive portal, security policies, Radius authentication and accounting, vlan)
- Implementation of an **Intranet** with multiple services (Internal mail system, IP Telephony with Grandstream, Collaboration tools like owncloud, humhub...)
- Installation of a **monitoring system and incident prevention** in a dockerized environment(Zabbix, Uptime kuma)
- Building and configuring a **complete Wireless ISP network backbone** (OSPF, MPLS, Backhaul links, PtP/PtMP, Vlan, FailOver)