

WAMISHA MINAMO

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SUMMARY

Detail-oriented Technical Support Engineer with 3+ years of experience in IT support, system troubleshooting, data-driven operations, and incident management. Strong background in Python, SQL, data pipelines, and workflow orchestration, with hands-on experience supporting enterprise environments. Adept at resolving technical issues, monitoring systems, maintaining documentation, and collaborating across engineering, product, and data teams.

SKILLS

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|---|---|---|
| <ul style="list-style-type: none">• Python• SQL• Data Pipelines• APIs• PowerShell• Basic Docker & Kubernetes | <ul style="list-style-type: none">• Azure AD• Active Directory• Intune• VPN, DNS, DHCP, TCP/IP• ServiceNow, Zendesk• Windows, macOS, Linux | <ul style="list-style-type: none">• Technical Support• Customer service• Strong communication• Problem-solving• Documentation• Cross-team coordination |
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WORK EXPERIENCE

IT Support Engineer

Oct 2022 – June 2025

Capita

- Provided Tier 1/2 support for enterprise users, resolving complex technical issues related to applications, network connectivity, and endpoint systems.
- Worked extensively with Azure AD, Active Directory, Intune, and Microsoft 365, ensuring smooth identity, access, and device management.
- Utilized PowerShell and Python for automation, reporting, and debugging tasks.
- Monitored system performance, device compliance, and service health; escalated issues to engineering teams where required.
- Coordinated with infrastructure, data, and product teams on system updates, security patches, and improvement projects.

IT Service Desk Agent

Dec 2021 – Sept 2022

Fujitsu Technologies

- Resolved 50+ daily support tickets covering software, hardware, networking, and user access issues.
- Provided high-quality customer service, troubleshooting system errors, VPN issues, and application failures.
- Ensured timely incident resolution, documentation, and communication with end-users.

Anti-Financial Crime Analyst

July 2025 – Present

Sterling

- Perform secure access verification and monitor system workflows, ensuring data consistency and compliance.
- Investigate data irregularities and escalate system issues, supporting security and operational stability.
- Collaborate with cross-functional teams (IT, compliance, engineering) to resolve technical and data-driven cases.
- Maintain detailed documentation for audits, case tracking, and process improvements.

EDUCATION

Bachelor of Science in Computer Science

University of Łódź, Poland

Oct 2021 – Oct 2024

PROJECTS

Data Pipeline Monitoring Script (Python + SQL)

Developed a Python script to monitor data pipeline health by validating row counts, timestamps, and failed tasks, sending alerts for anomalies.

Endpoint Compliance Tracker

Implemented an Intune compliance dashboard to monitor device security status across the organization.

CERTIFICATIONS

- AWS Cloud Practitioner
- Networking Essentials
- The Complete Web Developer

LANGUAGES

- English: C1
- Polish: A2