

# WAMISHA MINAMO

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## SUMMARY

Detailed-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

- Python
- SQL
- Data Pipelines
- APIs
- PowerShell
- Basic Docker & Kubernetes
- Azure AD
- Active Directory
- Intune
- VPN, DNS, DHCP, TCP/IP
- ServiceNow, Zendesk
- Windows, macOS, Linux
- Technical Support
- Customer service
- Strong communication
- Problem-solving
- Documentation
- Cross-team coordination

## 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

Oct 2021 – Oct 2024

University of Łódź, Poland

## 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