

Boris Kemeni

8196613751

IT Support

[WebSite](#)

Gatineau, Québec
175 RUE MUTCHMORE 801

kemeni.nguendjio@gmail.com
www.linkedin.com/in/kemeni-nguendjio

Professional summary

Bilingual (French/English) IT support professional with 3 years of experience diagnosing and efficiently resolving hardware, software, and network issues, both on-site and remotely. Strong problem-solving and data management skills, with proficiency in relational (SQL) and non-relational (NoSQL) databases. Skilled in tools such as ServiceNow, Jira, Active Directory, Windows, Linux, MacOS, and Office 365, with a solid understanding of cloud environments like AWS. Driven by a commitment to delivering responsive, agile, and results-oriented technical support. Currently enrolled in training for CompTIA A+ and AWS Cloud Practitioner certifications to further enhance technical expertise and industry knowledge.

Employment history

Help Desk Support | GTHS TAYIM

Tools: Windows, Linux, Office 365, System Center Configuration Manager (SCCM), ServiceNow, VMware, VirtualBox, Google Suite, database management

Jun 2021 – Apr 2025 (Cameroon - on site)

- Implemented a digital system for lesson logs, including large-scale data cleaning, reducing management time by 40% and boosting administrative productivity.
- Developed a data-driven attendance tracking system, resulting in a 30% increase in performance and a significant improvement in teacher attendance rates.
- Reduced equipment downtime through regular diagnostics, ensuring better availability of resources for staff.
- Secured account administration in Active Directory and automated software deployment via SCCM, optimizing workstation management.
- Installed, configured, and troubleshoot workstations and network equipment, ensuring a stable and high-performing infrastructure.

Technical Support Analyst | HAPPISOFT

Skills and Tools: ServiceNow, Windows, Linux, Office 365, Password and access management, Antiviral solutions, Data backups, AWS (EC2, S3)

Jan 2024 - Feb 2025 (Canada - remote)

- Tracked and resolved incidents using Jira and ServiceNow, with thorough documentation and compliance with SLA deadlines, contributing to process optimization and high user satisfaction.
- Created, modified, and deleted user accounts and mailboxes (Microsoft 365, Exchange, Gmail), managing permissions and conducting regular audits to ensure compliance.
- Remotely installed, configured, and maintained Windows/Linux workstations, hypervisors, and servers via RDP, AnyDesk, and TeamViewer, with centralized monitoring for efficient off-site support.
- Implemented MFA and securely managed access to internal resources (shared folders, business tools), ensuring data and workspace protection.
- Managed users in AWS IAM: created accounts, organized users into groups, assigned privileges using IAM policies, and secured access with MFA.

Help Desk Support | KEYCE INFORMATIQUE

Skills and Tools: Troubleshooting and repair, Windows, MacOS, malware removal, network diagnosis, ServiceNow

Jul 2020 - Jun 2021 (Cameroon – on site)

- Successfully onboarded new users by preparing and configuring workstations, creating user accounts (Active Directory, Microsoft 365), assigning appropriate permissions, and delivering essential training on internal systems.
- Serve as the primary escalation point for employees and clients, resolving hardware/software issues (OS troubleshooting, malware removal, network diagnostics) and reducing downtime via ServiceNow ticketing systems.

Customer Service Representative | MTN

Skills: Anglais, Français et Communication

Feb 2020 - Jul 2020 (Cameroon – on site)

- Assisted English and French speaking clients via phone and email.
- Escalated complex tickets to senior technicians while ensuring timely follow-up and customer satisfaction.
- Documented support cases and maintained an up-to-date knowledge base to streamline resolutions.
- Collaborated with cross-functional teams to identify recurring problems and propose service improvements.

Education

Université des Montagnes | Bachelor's degree, Biomedical Engineering

Sep 2013 - Sep 2016 (Cameroon)

WES Equivalency

Université de Bamenda | Bachelor's degree, Electronic engineering

Sep 2016 - Sep 2017 (Cameroon)

WES Equivalency

Languages

French (*Native*)

English (*Professional proficiency*)

Certifications

AWS Educate Introduction to Cloud 101 | AWS

Issued: May 2025

Skills: Amazon Web Services (AWS) · Cloud Computing · Cloud Foundations

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Google IT Support | Google

Issued: May 2025

Skills: Computer Networking · Customer Service · IT Infrastructure Services · IT Support · Operating Systems · Security · System Administration · Troubleshooting

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