FEDDIS NYADZUA KAHINDI

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PROFESSIONAL SUMMARY

Dynamic and security-driven IT professional with over 4 years of experience in technical support, system administration, and infrastructure maintenance, currently transitioning into cybersecurity. Nearing completion of intensive Cybersecurity training at Moringa School and actively preparing for the CompTIA Security+ certification. Proven track record of managing user access, securing endpoints, and implementing IT security protocols across global teams. Adept at identifying vulnerabilities, analyzing logs, and troubleshooting complex technical issues to safeguard organizational assets.

TECHNICAL SKILLS & COMPETENCIES

- **Cybersecurity Concepts:** Network Security, Threat & Vulnerability Assessment, Incident Response, Identity & Access Management (IAM).
- **Tools & Platforms:** TryHackMe (Hands-on labs), Linux, Windows/Mac Administration, ITSM Ticketing Tools.
- **IT Operations:** System Troubleshooting, Hardware/Software Installation, Asset Management, Firmware Fiscalization.
- **Soft Skills:** Technical Training, SLA Management, Cross-functional Collaboration, Analytical Problem Solving.

EDUCATION & CERTIFICATIONS

Cybersecurity Software Engineering Course | Moringa School

Expected Graduation: 2026

- Intensive practical training covering network security, penetration testing basics, cryptography, and application security.

CompTIA Security+ | *In Progress (Exam Preparation)*

- Focusing on threats, attacks, vulnerabilities, architecture, design, implementation, operations, and incident response.

Continuous Learning | TryHackMe

- Actively completing practical rooms focused on SOC operations, network defense, and web application security.

Bachelor of Business Information Technology | Jomo Kenyatta University of Agriculture and Technology

Graduated: November 2019

PROFESSIONAL EXPERIENCE

IT Support Analyst | CloudFactory, Nairobi

September 2022 – Present

- Manage identity and access control by securely resolving account lockouts, password resets, and user provisioning within strict SLA timelines.
- Monitor and log system performance to proactively identify anomalies and ensure the continuous integrity of IT infrastructure.
- Provide secure remote and on-site desktop application support to a diverse user base across Kenya, Nepal, the UK, and the USA.
- Configure, harden, and deploy ICT equipment (Windows and Mac) for onboarding employees, ensuring compliance with corporate security baselines.
- Maintain accurate IT documentation, support articles, and asset inventories to minimize security risks related to shadow IT.

IT Support Trainer | ICT Authority, Mombasa

November 2021 – September 2022

- Installed, secured, and fiscalized specialized Firmware (Tremol_AU and SmartIntegration software) on 60% of ETIMS machines.
- Established secure endpoints by connecting client devices directly to the Kenya Revenue Authority (KRA) servers.
- Conducted physical and remote training sessions for 80% of clients on proper system utilization and basic operational security.
- Developed data mapping structures and generated weekly cryptographic inventory reports using Excel.

IT Support & Customer Service Desk | Tarakinishi IT Firm, Mombasa

January 2019 – February 2020

- Implemented security protocols and defensive measures to safeguard system integrity and protect sensitive client data.
- Assisted in drafting and executing IT security policies and procedures to enhance organizational defense postures and efficiency.
- Conducted regular system maintenance, including deployment of critical software updates, antivirus definitions, and hardware inspections.

- Created and managed 50% of client account profiles, ensuring adherence to the principle of least privilege (PoLP).

IT Attache - Helpdesk | Kenya Ports Authority, Mombasa

January 2018 – March 2018

- Managed user environments by securely provisioning and structuring 50% of client account profiles and accessing resources.
- Optimized system performance and endpoint security through proactive software patching and automated updates.
- Collaborated with IT infrastructure teams to assess hardware/software requirements and implement system upgrades.

REFEREES

Available upon request.