



# LEONEL AWOUMA

## IT Engineer | IT Support

Versatile IT engineer specialising in on-site & remote technical support, infrastructure supervision, and process automation. Proven track record in N1/N2 helpdesk environments, with hands-on experience in incident management, workstation deployment, and network troubleshooting. Responsive, structured, and committed to business continuity.

### Education

- Engineering Degree in Computer Science, Systems & Networks Option**  
**African Institute of Computer Science, Yaounde, CE, Cameroon** From 2022 to 2025
- Scientific Baccalaureate - Series D**  
**Les CITOYENS Bilingual Complex, Yaounde, CE, Cameroon** From 2018 to 2019

### Work experience

- Intern - IT Support**  
**Groupe ICCNET, Yaounde, CE, Cameroon** From November 2025 to February 2026  
We participated in the deployment of an **Exchange Server Subscription Edition (SE)** mail server within the organisation. In addition, we are also responsible for ensuring:
  - Provision of N1/N2 technical support to on-site and remote employees via AnyDesk/Quick Assistance
  - Management and prioritisation of incidents via Odoo ticketing tool with follow-up until complete resolution; structured escalation of complex incidents to the infrastructure team.
  - Administration of user accounts: creation, modification, reset of access (Outlook, Microsoft 365, Teams)
  - Diagnosis and resolution of hardware and software incidents: printers, Windows systems, network connectivity
  - Installation, configuration and updating of workstations; Technical support during Microsoft Teams meetings.
- Intern - Systems Monitoring**  
**CNPS CAMEROON, Yaounde, CE, Cameroon** From July 2025 to September 2025  
We worked on: **Improving the administrator experience in network monitoring through artificial intelligence**, which involved designing a WhatsApp chatbot to facilitate access to real-time performance analyses generated by Zabbix. Our tasks included:
  - Ensuring comprehensive supervision of equipment (17 servers), followed by data collection and analysis; Sending alerts and reports by email, Telegram, and WhatsApp.
  - Develop a WhatsApp chatbot for mobile access to monitoring information
  - Integrate machine learning algorithms for preventive incident monitoring.
  - Drafting technical documentation for the project and monitoring procedures
- Intern - IT Support**  
**AFEC CAMEROON, Yaounde, CE, Cameroon** From July 2024 to September 2024
  - Technical assistance and user support
  - Diagnosis and resolution of connectivity incidents
  - Documentation and follow-up of interventions.
- AI-based Road Traffic Analysis System – Douala**  
**Project, Douala** From December 2025 to January 2026  
Developed a real-time traffic monitoring system using **Computer Vision** and **Deep Learning** to detect and classify road users.  
Implemented multi-object detection and tracking using **YOLO** and **OpenCV**, enabling intelligent counting and real-time traffic analytics.

### Voluntary experience

- Participation in the SNK AI Challenge 2025 training seminar**  
**SNK Foundation, Yaounde, CE, Cameroon** June 2025
- Training Manager at Club Réseaux**  
**IAI - CAMEROON, Yaounde, CE, Cameroon** From 2024 to 2025
- Training seminar on Artificial Intelligence**  
**Spanish Embassy in CAMEROON, Yaounde, CE, Cameroon** June 2024

### Certifications

- CNCP Enterprise : Core Networking (Cisco)**
- HCIA-Datacom V1.0 (Huawei)**
- Artificial Intelligence (SNK Foundation)**

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🏠 Yaoundé, Cameroon

🌐 <https://studio-psi-dun.vercel.app/>

🇨🇲 Cameroonian

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### Interests

🎵 Music

### Languages

🇫🇷 French

🇬🇧 English

### Skills

#### Artificial Intelligence

Computer Vision, Machine Learning, AI Chatbots, Network Automation

#### Monitoring :

Zabbix, Wazuh, Grafana, Nagios, GLPI, Odoo

#### Collaborative Tools :

Microsoft Teams, Google Workspace, Zoom

#### AI & Automation Tools :

n8n, scripts Bash, PowerShell, NetMiko,

#### Programming :

Python, JavaScript, API Integration

#### Virtualisation & Containers :

Docker, VirtualBox, VMware vSphere, Hyper-V, Kubernetes, Proxmox.

#### Networking & Security :

TCP/IP, ACL, Routing, OSPF, NAT, Firewall, IDS/IPS, VPN, VLAN, LAN, WAN, DC, DHCP, FTP, SFTP, SSH, HTTPS, Cisco Switch & Router

#### Operating Systems :

Linux (Debian, Kali, Ubuntu, Fedora), Windows.

### Social networks

🌐 @leonelawouma

🐦 @LeonelAwouma