

MBONG CARLETON

IT Administrator | Systems & Network Support | IT Infrastructure Management
Yaoundé, Cameroon • English (C2) & French (Fluent) • AWS Solutions Architect

PROFESSIONAL SUMMARY

Versatile IT Administrator with 6+ years of experience managing information systems, providing technical support, and overseeing IT infrastructure in demanding professional environments. Methodical, discreet, and service-oriented, with strong expertise in Microsoft technologies, AWS cloud, and end-user training. Fully bilingual in English and French, with a proven ability to operate effectively under pressure and in multicultural settings.

CORE COMPETENCIES

• Systems & Network Administration • Tier 1 & 2 Technical Support, Multi-channel Helpdesk • IT Asset & Infrastructure Management • Microsoft 365, SharePoint, OneDrive, Teams	• IT Security, Compliance & Audit Readiness • AWS Cloud Infrastructure (Certified) • Windows / macOS / Linux Environments • User Training & Digital Transformation
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PROFESSIONAL EXPERIENCE

IT Administrator — Systems Support & Infrastructure Lead 2019 – Present
BUNS SARL — Yaoundé, Cameroon

- Managed the full IT asset lifecycle: installation, configuration, preventive and corrective maintenance of workstations, printers, and peripherals across the organization.
- Delivered Tier 1 and Tier 2 technical support to all staff and clients in English and French, via in-person, email, and phone channels, maintaining high satisfaction under operational pressure.
- Administered servers and domain controller, ensuring confidentiality, integrity, and availability of all systems in line with security best practices.
- Managed user data backups and ensured business continuity during incidents and system failures.
- Produced weekly and monthly reports on IT asset status, incident tracking, and resolution outcomes.
- Delivered internal training sessions on IT tools and information security best practices for non-technical staff.
- Led internal AI and digital transformation initiatives, coaching colleagues across departments on emerging technologies.

Freelance IT & Administrative Support Specialist 2024
Mercy Reigns Home Care Services — Chicago, USA (Remote)

- Provided remote IT and administrative support for a US-based organization, managing digital workflows, cross-department communication, and operational documentation.

- Coordinated onboarding processes for new staff and clients with precision and professionalism in a fully remote, international environment.
- Identified and implemented process improvements to enhance service delivery efficiency and user experience.

EDUCATION & CERTIFICATIONS

B.Sc. Information & Communication Technology

March 2019

ICT University — Yaoundé, Cameroon

Relevant coursework: Software Development & Testing, Computer Networking, Cloud Computing, Project Management, Hardware Troubleshooting & Maintenance

Certifications:

- AWS Solutions Architect — Amazon Web Services
- Salesforce Administrator (In Progress)
- Google IT Support Professional Certificate (In Progress)

LANGUAGES

- English — Native / C2 Level (Reading, Writing, Speaking)
- French — Fluent (Reading, Writing, Speaking)