

KELVIN DUMAS

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PROFESSIONAL PROFILE

Computing and Information Technology graduate with hands-on experience supporting live operations, investigating issues, documenting incidents, following procedures and communicating with customers and stakeholders. Technical foundation across Windows, Linux, networking, Microsoft Azure, cloud, cybersecurity, access management and REST APIs. Brings structured troubleshooting, clear communication, attention to detail and calm escalation. Seeking entry-level IT support, service desk, technical operations, cybersecurity support or graduate technology opportunities.

CORE SKILLS

IT Support and Troubleshooting: Windows, Linux, connectivity checks, command-line tools, software installation and configuration, virtual machines, containers, root-cause analysis and technical documentation

Service and Operations: Incident response, incident reporting, escalation, access control, procedure compliance, quality control, customer communication and stakeholder coordination

Networking and Cloud: TCP/IP and networking fundamentals, Wireshark, Nmap, Microsoft Azure, AWS basics, VirtualBox and Docker

Cybersecurity: MFA, RBAC, information security, vulnerability assessment fundamentals, network traffic analysis, GDPR, NIS2 and IT governance awareness

Technical Tools: Java, Spring Boot, MongoDB, REST APIs, Postman, Python basics, GitHub, Kali Linux and Ubuntu

Professional: Problem solving, analytical thinking, report writing, attention to detail, teamwork, time management, confidentiality and client-facing communication

PROFESSIONAL EXPERIENCE

Security Officer | Central Security - Anantara The Marker Dublin Hotel | May 2023 - Present

- Support daily operations in a five-star hotel environment, responding to requests and incidents while communicating clearly with guests, staff, contractors and management.
- Monitor access and operational activity, identify issues, follow established procedures and escalate time-sensitive or higher-risk situations to the appropriate stakeholders.
- Produce accurate incident reports covering timelines, observations, actions taken and follow-up communication, supporting accountability and continuity between teams.
- Work calmly under pressure while maintaining confidentiality, attention to detail and a professional customer-focused approach.

Online Sales Assistant | Arnotts, Dublin | October 2020 - April 2022

- Processed and dispatched e-commerce orders accurately in a fast-paced operations environment, following quality and fulfilment procedures.
- Investigated order, stock and fulfilment issues, coordinated with colleagues and completed tasks within daily service expectations.
- Supported customer-focused operations through clear communication, organisation, reliability and consistent attention to detail.

EDUCATION

BSc (Hons) Computing and Information Technology | CCT College Dublin | 2022 - 2026

- Final-year degree candidate, expected to graduate with Honours in 2026.
- Relevant study: cybersecurity, IT governance, cloud fundamentals, networking, operating systems, databases, software development and project delivery.

CERTIFICATIONS

- CompTIA Security+ (SY0-701)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Google UX Design Professional Certificate - Coursera

SELECTED TECHNICAL PROJECTS

Cloud, Virtualisation and Technical Troubleshooting Practice | Academic and Personal Practice

- Configured Azure, VirtualBox, Docker and Linux environments for development, testing and security labs; checked services, connectivity and package configuration.
- Documented repeatable setup steps and used structured troubleshooting to identify and resolve configuration issues.

Cybersecurity, Risk and Networking Labs | Academic Project

- Built controlled Kali Linux and Ubuntu lab environments; used Nmap and Wireshark to review services, network behaviour and security observations.
- Recorded findings, risks, evidence and mitigations in clear technical reports for academic assessment.

Investment Portfolio Tracker | Academic Project

- Built and documented a Spring Boot and MongoDB application with REST APIs, Postman testing and Finnhub data integration.

LANGUAGES

Portuguese (native) | English (fluent) | Spanish (basic)