AUSTIN KABERA

Cybersecurity Analyst | IT Support & Automation | Security Operations
Nairobi, Kenya | +254 728 905 895 | austin@kabera.co.ke
www.austin.kabera.co.ke | linkedin.com/in/austin-kabera

PROFESSIONAL SUMMARY

Junior cybersecurity and IT operations professional with hands-on exposure across security operations, incident response, systems administration, database and server operations, and process automation. Currently delivering IT support in a regulated banking environment, with visibility across core banking systems, infrastructure, user support, and operational controls. Holds a Bachelor of Information Security and Forensics (BISF), a national KE-CIRT/CC cybersecurity internship, and certifications spanning Fortinet, Industrial Control Systems (ICS) security, and the MITRE ATT&CK framework.

TECHNICAL SKILLS

Security Operations: Security Information and Event Management (SIEM) and Endpoint Detection and Response (EDR) concepts, alert triage, incident response, threat detection, phishing analysis, vulnerability assessment, digital forensics, MITRE ATT&CK mapping

Systems & Infrastructure: Windows Server, Linux administration, server room operations, remote desktop management (RDM) tools, database administration, data backup and recovery, endpoint support, network troubleshooting

Automation & Analysis: Python automation and scripting, data analysis, process improvement, technical reporting, documentation, technical evidence preparation

Governance & Compliance: information security standards, audit evidence support, access control, policy alignment, risk and control documentation

Networking & Cloud: TCP/IP networking, network operations, cloud computing fundamentals, secure remote access

PROFESSIONAL EXPERIENCE

IT Associate (IT Support & Automation)
Oct 2025 - Present

Branch Microfinance Bank, Nairobi, Kenya

- Provide first-line and escalation IT support across core banking systems, infrastructure, and internal tools, driving issues to resolution and escalating vendor-level cases through structured operational workflows.
- Operate within a regulated financial environment, gaining hands-on exposure to core banking systems, procedures, access-control expectations, and production support practices.
- Assist with database, server, and remote-management administration across Windows and Linux environments, supporting operational security and infrastructure reliability.
- Prepare technical documentation and audit evidence, including system screenshots, user and account information, backup evidence, and environment details.
- Build automation and structured reporting that reduce repetitive support tasks and improve visibility into IT operations, security controls, and pending technical actions.

Cybersecurity Intern
Nov 2024 - Jan 2025

Communications Authority of Kenya - National KE-CIRT/CC, Nairobi, Kenya

- Supported incident response activities covering alert handling, threat detection, escalation logic, and national cybersecurity infrastructure operations.
- Practiced vulnerability assessment and digital forensics techniques using industry cybersecurity tools and investigation frameworks.
- Applied data analysis to support high-stakes cyber-emergency response, including structured interpretation of technical findings.
- Developed practical understanding of incident classification, evidence handling, and the role of coordination in national cyber response operations.

Technical Support Assistant
2022 - 2024

Ayali Designs, Nairobi, Kenya

- Reduced product defects by 15% through structured customer feedback review and improved quality-testing routines.
- Implemented 3 process improvements that increased operational efficiency by an estimated 40%.
- Improved sales conversion by 10% through clearer customer engagement and communication workflows.
- Increased positive customer feedback by 15% through systematic analysis of actionable feedback.

EDUCATION

Bachelor of Information Security and Forensics (BISF)
2021 - 2025

KCA University, Nairobi, Kenya

Kenya Certificate of Secondary Education (KCSE)
2017 - 2021

Nyeri High School, Nyeri, Kenya

CERTIFICATIONS

Fortinet Certified Associate (FCA) - Cybersecurity | Industrial Control Systems (ICS) Cybersecurity Risk (CISA)
MITRE ATT&CK Defender (MAD) Fundamentals | Android Enterprise Certified Associate
Digital Marketing (HubSpot) | Information Security Standards Certification (ICT Authority of Kenya)

CORE COMPETENCIES

Banking IT Exposure - Security Operations Foundation - Incident Response Awareness - Technical Documentation - Automation Mindset - Audit Evidence Support - Cross-functional Vendor Coordination