# STEEVENS MBABA

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## PROFESSIONAL SUMMARY

Professional technician with strong technical skills and focus on data center operations. Adept at troubleshooting hardware and software issues, ensuring optimal system performance and uptime. Highly reliable team player with strong emphasis on collaboration and adaptability to changing needs. Valued for problem-solving abilities, effective communication, and consistent delivery of results.

## SKILLS

- Technical Support
- Hardware Installation
- Upgrading Data Ctr Infrastructure
- Desktop Technical Support
- Network Troubleshooting
- Data center operations

## CERTIFICATIONS

- COMPTIA A+ CERTIFIED TECHNICAL PREP,DEC,2023
- DATA CENTER CABLING INSTALLATION
- NETWORK TECHNICIAN,DEC,2023
- DATA CENTER TECHNOLOGY/ MIGRATION STRATEGY
- 360 TRAINING AERIAL LIFT/BOOM LIFT/ SCISSOR LIFT
- CYBERSECURITY,DEC,2023, DIPLOMA
- IBM,MARCH,2021,INTRODUCTION TO CYBERSECURITY TOOLS AND CYBER ATTACKS, CERT
- AWS CLOUD SOLUTIONS SPECIALIST,DEC,2023
- DATA CENTER CABLING DESIGN BASICS
- OSHA 10 HOURS OUTREACH/SAFETY PROTOCOL
- CYBERSECURITY,DEC,2023 ASSOCIATE OF APPLIED SCIENCE
- CATV TRAINING INSTITUTE, BRANDBAND INSTALLATION, AUGUST,2016, CERTIFIED

## WORK HISTORY

### DATA COMMUNICATION TECHNICIAN

*11/2025 to CURRENT*

**Microsoft / Apex Systems | Atlanta, GA**

- Installed and configured new devices and system components.
- Implemented security measures to protect network systems from unauthorized access and threats.
- Monitored and performed maintenance on telecommunications systems to facilitate optimal performance.
- Developed detailed documentation and technical manuals for

telecommunications systems to comply with regulations.
- Collaborated with other technicians to troubleshoot and resolve technical issues.
- Installed and repaired network cabling, hardware and software to maximize operational efficiency.
- Implemented training programs to improve knowledge and skills of new technicians.
- BreakFix / Azure Server blade and Server Switch BT0

### DATA CENTER TECHNICIAN
*01/2025 to 10/2025*

**ServicePoint | Atlanta, GA**

- Provided guidance in setting up secure wireless connections for home networks and commercial networks.
- Perform status monitoring of RF, Terminate RJs Cables, Patch Panel and tested connections/ Fiber
- Installed and managed structured cabling infrastructure.
- Moved and installed shelves, power strips, rails, servers, switches and other equipment.
- Improved system reliability with thorough monitoring of data center infrastructure and prompt resolution of identified issues.
- Facilitated smooth operation of the data center by conducting regular firmware updates on all devices within the facility.

### HELP DESK TECHNICIAN
*01/2020 to 09/2024*

**Windstream Technology | Atlanta, GA**

- Conducted customer service recoveries using technical knowledge and business skills.
- Implemented best practices for incident management processes such as categorization and prioritization of tickets.
- Perform Installation of network gear, servers, taps, and be update the Configuration Managment Database.

### DATA CENTER TECHNICIAN
*03/2013 to 08/2019*

**COMCAST XFINITY | Atlanta, GA**

- Troubleshoot and triage server failures to terminate the most efficient path to getting a server back online.
- Referred major hardware and software problems and defective products to vendors and technicians for service.
- Assisted users with connecting fax machines, printers and other output devices to the company network and internet.
- Collaborated with team members to improve overall service delivery, resulting in increased client satisfaction ratings.
- Conducted security audits to identify vulnerabilities.

## LANGUAGES

French Fluent

English Fluent

## EDUCATION

**Bachelor of Science (B.S.)** | Cyber Security Candidate *EXPECTED IN 06/2026*

**Kennesaw State University, Kennesaw, GA**

Expected graduation JUN 2026

**Associate in Science (A.S.)** | Cyber Security *12/2023*

**Chattahoochee Technical College, Marietta, GA**