

Azim Litanga

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<http://github.com/AzimLit>

Skills & Technologies

Programming Languages & Concepts: C#.Net, VB.Net, Python (mid L.) & C++ (mid L.), OOP

Web Design & Frameworks: .NET 6, ASP.NET MVC, Blazor, JavaScript, HTML5, CSS, jQuery

Web API Technologies: ASP .NET Core Web API, NodeJS, REST, RESTful

Front-end: .Net MAUI; Blazor WebAssembly, WPF, WinForms

Database & ORM: MS SQL Server, PostgreSQL, MongoDB, Firebase, Entity Framework (EF)

System Design and project management: Agile, UML

Operating System: Windows 10, Windows 11, Linux

Microsoft Office: Word, Excel, PowerPoint, One Note, MS Access

Graphics design: MS Paint, Photoshop

Networking: Basic concept of networking

Work Experience

Teacher

Lemond International School (Norman OK)

August 2022 to Present

- Teaching Scratch programming to young students (and will be adding initiation to web design in a near future).

Scratch is the world's largest coding community for children and a coding language with a simple visual interface that allows young people to create digital stories, games, and animations.

Scratch promotes computational thinking and problem solving skills; creative teaching and learning; self-expression and collaboration; and equity in computing.

Software Developer (D.R. Congo, Remote)

GLIX

Mai 2021 to July 2022

- Team designing and implementing M-Progress, a .Net5(Azure DevOps; Azure SQL Server Database) Web based application, with QR code ID card system.
- Front-end based on ReactJS and Xamarin.

Tech Lead

KIF-Trading

January 2019 to April 2021

Responsible for providing technical guidance and mentorship to a team of software engineers. establishing a technical vision, resolving technical disagreements and managing the technical quality of team deliverables.

- Team designed and implemented WewaPro, a PHP (MySQL Database) Web based application for motorcycle taxi and drivers registration, with QR code ID card system, consuming Asp .Net Core Web API.
- Team designed and implemented website, Designed MySQL Database, .Net Core Web API.
- Front-end based on HTML, CSS, JavaScript, ReactJS and Flutter(experimental).

Software Developer (D.R. Congo Remote)

TARDC

June 2018 to Present

- Designed MS SQL Server Database for accounting system, Asp.net Core Web API.
- UIs: HTML, CSS and Xamarin.
- Technical advice on equipment to purchase and upgrade, internal management software development.

Enterprise Help Desk, Dell Services for Boeing

Dell EMC

October 2018 to October 2018

Responsible for providing phone-based technical support for Dell Client products. Assists customers in determining problems and provides resolutions on technical and service problems. Responsible for customer satisfaction through effective handling of customer problems. Ensures proper escalation

procedures are followed. Performs assigned functions according to standardized policies and procedures. Principle duties and responsibilities

- Provides first-level technical support on Dell supplied products and/or peripherals using documented procedures and available tools
- Provides first-level technical support on Dell Supplied software and applications to the point of installation and basic use, or to the level of service appropriate to the warranty offered on the product
- Uses troubleshooting techniques and tools to identify technical defects/issues
- Actively supports the customer in all aspects through to problem resolution, keeping the customer informed and updated throughout life of incident
- Maintains knowledge of Dell's product line and service offerings along with future industry products and technologies
- Attends required technical training sessions and makes effective use of assigned lab time
- Complies with schedule adherence to ensure overall service level targets are achieved
- Identifies and provides input on unique or recurring customer problems

Remote Pilot Operator (RPO)

Chickasaw Nation Industries / for the Federal Aviation Administration (FAA) Academy

April 2018 to September 2018

Essential duties and responsibilities

Operate a combination of the Cathode Ray Tube (CRT) / keyboard / Voice Communication System (VCS) during medium and high-fidelity training exercises to simulate the actions and communication of pilots and remote Air Traffic Control (ATC) facilities.

Telecommunication technician Cisco

(Broad-soft)

February 2018 to March 2018

Essential duties and responsibilities

Assist customer to configure Dashboard Software (Enterprise-ready cloud PBX, unified communications, team collaboration and contact center services.)

Senior Enterprise Technical Support Associate

Dell EMC July 2016 to September 2017

Essential duties and responsibilities

- Triage incoming customer calls for technical issues (English and French)

- Provide diagnostic technical support for tier 1 issues
- Respond to customer technical problems/issues related to hardware, software and networking
- Assist the customer by diagnosing problems and providing resolutions for technical and service issues
- Escalate more complex customer technical issues to senior level support.
- Work with the customer to collect appropriate information to positively impact time to resolution
- Document problems in the support solution database for diagnostics and solution implementation
- Verify warranty entitlement and determine appropriate action plan
- Develop an understanding of Dell products, service offerings, and departmental structure to help connect customers with the appropriate resources
- Follow policies and procedures to ensure customer satisfaction
- Focuses on delivering a positive customer experience according to Dell standards

Customer Service Representative SITEL,
Customer January 2014 to May 2016

Essential duties and responsibilities

- Answer daily 80 to 100 inbound service calls to assist credit union members with personal financial information.
- A liaison that handles various financial account transactions for both commercial and personal members in a call center.
- Address member inquiries via Teller Net and CUScripter and referring unresolved customer inquiries to credit unions for further investigation.
- Provide professional personalized member service in a pleasant and friendly manner to all credit union members.
- Manage challenging situations by responding promptly and appropriately to the needs of the member.
- Maintain or exceed established monthly quality and production scores.
- Assist members with the completion of loan applications (where applicable).

Customer Service Representative
Convergys January 2013 to December 2013

Essential duties and responsibilities

- Handle questions via phone addressing billing, upgrades or troubleshooting issues for telecommunications, cable and technology clients.
- Reporting/escalating issues through the appropriate channels.
- Effectively communicate (verbally & written) information with his/her team members & customers alike.

- Strive to meet highest level of customer satisfaction by resolving customers issue in professional & timely manner.
- Multitasking through multiple computer software programs while interacting with customers.
- Up-selling and Cross-selling is for Wireless, TV, Internet, and home phone-based products
- Listen attentively to customer needs and concerns; demonstrate empathy; meeting Customer requirements on a first call resolution
- Once Customer issue is resolved Transition to sell products to improve customer retention and value
- Additional responsibility as business needs dictate.

Johnson Controls Inc April 2011 to November 2012

Essential duties and responsibilities.

Assembly of sheet metal to fabricate parts and complete units may include some, or all of these processes -drilling, debugging, rolling, forming, punching, fitting, insulating, welding and soldering.

- Setup and adjust machines and dies including selecting the proper equipment for the part required.
- Inspect parts for accuracy and conformance to quality standards.
- Maintain production records and scrap paperwork.

IT Manager / Tech Lead

PNPS

April 2008 to February 2009

Responsible for providing technical guidance and mentorship to a team of software engineers. technical advice on equipment to purchase and upgrade, internal management software development.

Team designed and implemented desktop-based application for members identification and registration, with ID card system.

Programmer /Analyst

GTS Express

March 2005 to March 2008

Developed and implemented Client-Server desktop based invoicing system (in VB6 – SQL Server)

Assistant Accountant/ Programmer

PHARMAKINA

January 2000 to March 2005

Developed and implemented Client-Server integrate system, accounting and stock (in VB6-SQL Server)

Education

Programming Certificate
Oklahoma State University 2016

AAS in Computer Science / Information Technology
Oklahoma State University 2014 -2015

Management Information System (M.I.S.)
Institut Supérieure des Statistiques (I.S.S.) 1995 to 2000

Linguistics skills

- French (fluent); - English (fluent); - Swahili (fluent); - Kikongo (fluent); - Lingala (fluent)

References

- Rashid Brown Shomari
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