

# KOUASSI CHARLES AIME DJAHA

Lynnwood, WA, 98087

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## QUALIFICATIONS SUMMARY

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Technically-sophisticated professional with strong educational background and skills in providing technical assistance and translating client unique requirements into IT solutions

- ▶ **Business Analysis:** Possess broad knowledge of engineering concepts along with an aptitude to develop and maintain computer systems. Competent in scrutinizing existing processes, identifying gaps, and implementing effective solutions to maximize efficiency and generate revenue.
- ▶ **Data Evaluation and Research:** Well-developed ability to conduct research and interpret data for providing data-driven recommendations to influence decisions around strategic initiatives. Capable of configuring servers, network equipment, and storage systems within a data center environment.
- ▶ **Problem-Solving/Troubleshooting:** Excellent problem solving and root cause analysis skills along with ability to troubleshoot issues to resolution. Possess strong ability to determine best solutions based on the issue and details provided by customers via phone, e-mails, and walk-up.
- ▶ **Key Strengths:** Impeccable communication and interpersonal skills; able to collaborate with teams communicate technical information to teams and clients. Talented in quickly learning new skills and techniques, whilst remaining well-informed on technology advances. Proficient in MS Office programs.

## EDUCATIONAL BACKGROUND

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**Bachelor's in Computer Science** | INSTITUT NATIONAL POLYTECHNIQUE FELIX HOUPOUET BOYGNY, Yamoussokro, Cote d'Ivoire

**Associate's in Physics and Chemistry** | UNIVERSITY FELIX HOUPOUET BOYGNY, Abidjan, Cote d'Ivoire

**High School Diploma** | MODERN HIGH SCHOOL BOUAFLE, Bouafle, Cote d'Ivoire

## PROFESSIONAL EXPERIENCE

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UBER, New York City and Seattle

**Taxi Driver** (2016 – Present)

Ensure safety of the individuals while transporting from place of origin to the desired locations. Leverage strong understanding of all safety driving rules and traffic laws. Inspect vehicles to determine functionality problems and maintain vehicle in good working condition.

*Selected Contribution:*

- Maximized customer satisfaction by delivering exceptional customer services and efficiently communicating with customers.

OTG RESTAURANT, New York City, NY

**Dishwasher** (2015 – 2016)

Retained hygiene and cleanliness by Sweeping and mopping floors as well as washing and sanitizing dishes, kitchen, and food preparation equipment through dishwashers and hands. Prepared kitchen areas for next shift by cleaning and restocking cook stations.

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## *Selected Contribution:*

- Reduced the risk of germs and potential hazards by disinfecting restaurant, kitchen work areas, equipment, and utensils.

GENERAL DIRECTORATE OF BUDGET AND FINANCE AT THE MINISTRY OF ECONOMY AND FINANCE, [City, State](#)

## **Customer User Support (2006 – 2014)**

Enhanced customer loyalty by responding to computer problems through email, phone, and face to face. Contributed efforts in supporting usage of computer hardware and software, such as printing, installing, word processing, electronic mail, and operating systems for seamless functionality.

## *Selected Contribution:*

- Facilitated achievement of defined business goals by providing technical support for producing national budget.

## **PROFESSIONAL DEVELOPMENT**

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AWS Certified Solutions Architect – Associate, 2021 | Certified Secure Computer User v2, 2021 | Cisco Certified Network Associate, 2021 | Comptia Network+ CE Certification, 2021 | WA Life Producer License in Process, 2020

## **LANGUAGE PROFICIENCIES**

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English | French