

Becanty KOUAKOU

IT Technician

CONTACT

Phone

(310) 345-2680

Email

Kouakou.ebecanty@gmail.com

Address

Los Angeles, CA

ADDITIONAL SKILLS

Communication

Problem Solving

Teamwork

Attention to detail

CERTIFICATIONS

**Cisco Certified Network
Associate Routing & Switching
(CCNA)**

LANGUAGE

French
Native

English
Advanced

CAREER OBJECTIVE

Obtain an Information Technology Technician position; bringing along competence for installing and maintaining various software programs, maintaining security standard, routing and switching to maximize network efficiency.

EXPERIENCE

Starbucks, Los Angeles

Barista, November 2019 - Present

- Maintain café cleanliness at all times
- Prepare and served drinks and food in accordance with health codes and café standards.
- Work on registers daily to authorize returns and exchanges, and audit receipts.
- Interact with approximately 300 individuals per week maintaining great customer service.

NOVASYS, Abidjan, Ivory Coast

IT Technician, January 2019 - June 2019

- Resolved malfunctions with systems and programs through troubleshooting.
- Managed all software and hardware issues for end-users.
- Experienced supporting Cisco routers and switches.
- Installation of access control CCTV

EDUCATION

A.A. Cyber Security

Los Angeles City College

February 2021 - Present

Information Technology

Institut de Technologies & Specialites

August 2013 - June 2018

High School Diploma

Institution Sacré-Coeur D'Adjamé

July 2012

TECHNICAL SKILLS

Hardware

Maintenance, Peripherals, Printers, Drivers, Troubleshooting

Software

Installation, Debugging, Microsoft Office, Adobe Photoshop

Operating Systems

Windows Server 2012 R2, Windows 8, Windows 10, Linux Ubuntu, macOS.

Networks

Installation, Configuration, Servers, Routers, switches, LAN Technology

Security

Virus Protection, Monitoring, Firewall, Backup Management