**Silvain kuimi**

Maryland +1 2407013680 – silvainkuimi@gmail.com

**IT Technical Support**

**Phone Support – Desktop Support – Customer Service**

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| **Customer Engagement**  **Process Improvement**  **Call center experience**  **Cyber Security**  **System Administration, Routing and Switching, Firewalls, Configuration**  **IT Application, Desktop Support and Troubleshooting**  **Problem solving & Incident Management**  **Cross Team Collaboration** | Results-oriented, organized, attention to details and self-motivated professional with experience leading end-to-end resolution of technical incident  Skilled IT technical resource with a knack for troubleshooting information technology systems and equipment in heterogeneous network environments. (LAN, WAN, Hardware, Software)  Adept at delivering Desktop Support services to customers while improving service delivery processes and adhering to Service Level Agreements (SLAs).  Outstanding interpersonal and communication skills with ability to develop and maintain strong working relations at all levels within an organization. |

**PROFESSIONAL EXPERIENCE**

**PANI COMPUTER Solutions ⎯ Hyattsville, MD** 2021 - Present

**IT Help Desk Associate**

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* Review diagnostics and assess the functionality and efficiency of systems while monitoring performance.
* Install and update hardware and software as needed.
* Troubleshooting computer systems and wide variety of related hardware.
* System administration, group policy implementation and account access management for 2000+ users in active directory environment
* Live phone support with 80% call resolution ratio
* Cyber Security Champion
* System implementation and new hardware roll out

**Freelance it technician and cyber security champion ⎯** Silver Spring MD 2015 - Present

**In this freelance capacity, I deliver technology projects on demand to peers and customers likewise.**

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* Successfully delivered programs such as one that computed the final grade for students based on their percentage average for labs, midterms and quizzes.
* Web page programming with HTML
* Troubleshooting and repair of various electronics, computers, laptops, scanners, printers, operating systems and various Operating Systems and applications install
* Perform systems antivirus install, performance optimization and data recovery
* Maintains inventory database of all electronics and customers.

**Detto shopping center ⎯ Cameroon** 2007- 2015

**Manager – Procurement Coordination**

My role is to ensure that the procurement lifecycle is successful by taking orders through various medium such as phone, electronic messaging or email. I perform data entries and generate pick lists and follow up with fulfillment of orders and subsequent deliveries.

* Motivated a sale force while creating business strategies and training programs.
* Oversaw cash management, pricing, daily financial records and sales reconciliation.
* Inventory purchasing and receiving.
* Assisted in implementing a process called “Driving Less” in order to reduce gas expenses by proposing minimum orders and maximizing delivery runs.
* Customer Service and all aspects of daily operations.

*Additional Experience as a self-taught* ***and avid learner*** *of new technologies*

**EDUCATION AND CERTIFICATIONS**

INSAM - CAMEROON

**Bachelor of Science – Radiology Technologies**

**Certifications**

**Radiology and DA Certificate**

**Network Engineering (Network +)**.

**Cyber Security (Security +)**

**Computer Technician (Comptia A+)**

**Technical Skills**

Linux | Windows| MS Office Suite | MsAccess| HTLM | JavaScript |

**Languages**

English | French | ITALIAN |

**EXTRACARRICULAR ACTIVITIES**

**Piney Branch public library - Volunteer ⎯** Silver Spring, MD 2016

* Organized all library resources so they are easy to locate
* Supported community programs that increased library awareness.
* Help with computer assets to setup visitors for research sessions
* Identified technology needs and made recommendations.

**Christian Ministry mentorship ⎯ Volunteer ⎯ Community service** Washington DC 2015-Current

I dedicate 3 hours a week to engage residents in conversations to derive more information about them, ensuring that the exchange is positive. Providing assistance for older individuals by running errands, connecting them to social, medical agencies, healthcare providers and community outreach programs as needed.

Motivate and mentor teenagers to enhance their abilities to set goals for themselves. Connect them with bible education programs in order to contribute to their emotional growth and maturity. Doing so will ensure our society continually produces responsible young men.