

IBRAHIMA DOUMBIA

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INFORMATION TECHNOLOGY SUPPORT SPECIALIST

PROFESSIONAL PROFILE: A computer and network services professional with extensive training in configuring and installing LAN, Wifi, mobile device management, desktops, laptops, printers and peripherals. Troubleshoot HP Proliant server/rack. Dedicated, focused and detailed oriented; able to prioritize multiple tasks and to grow a positive relationship with clients, customers and colleagues; hardworking and result oriented. Able to resolve technical problems. Adept at executing service level agreements (SLA) in a timely manner. Skilled at communicating complex technical information in language users can understand. Valid Texas driver's license. **HP and Symantec Sale Certified.**

TECHNICAL SKILLS

- **Networking** - Active Directory basic understanding; DHCP and TCP/IP configuration; 802.11/ PAN/LAN configuration, and troubleshooting; Remote Desktop assistance; VPN configuration in windows 10; Basic network and Linux command understanding.
 - **Software** - Windows XP,8,10 &7; Ubuntu(Linux) virtualization under Windows 10; Android OS expert user; MS Office 2013/2010; Google Apps; Microsoft Outlook/Microsoft Exchange server configuration on an iphone.
 - **Hardware** - Data backups, recovery and cleanups; Mobile Device troubleshooting; PC/Laptop maintenance; Network Printer troubleshooting; Networking/Wireless management.
 - **Programming language:** C++/Python beginner . HTML and CSS : intermediate level
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EDUCATION

North American University

Begin Fall 2017

Bachelor's Degree, Major: Computer Science

Concentration: Network engineering

Bronx Community College

Graduation: June 2016

Associate's Degree, Major: Computer Science

Relevant Coursework: Differential Equations, CSI 35

EXPERIENCE

IT Technician/Support (Intern)

Sept. 2015 - June 2016

Department of Education (DOE - CUNY), New York State

Site: PM04/1701 Fulton Avenue, Bronx

- Assist teachers in resolving technical problems by providing guidance regarding software and hardware
- Configure new laptops/desktop/iPod for secure wireless connectivity
- Basic assistance to teachers for Smartboard
- Provide timely response to most computers issues and troubleshoots them if appropriate.
- Referred more complex technical problems through a defined escalation process within the company

Afimex-Ivory Coast

July 2008- Nov. 2010

HP Representative for Symantec and Lexmark, Abidjan, Ivory Coast (West of Africa)

- Assisted customers in resolving technical problems by providing guidance regarding software and hardware
 - Resolved and/or referred more complex technical problems through a defined escalation process within the company. Housekeeping and network maintenance activities.
 - Identified, evaluated and prioritized customer problems and complaints to ensure that inquiries are resolved appropriately.
 - Conduct diagnosis of problems according to customer complaint.
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LANGUAGE SKILLS

- Bilingual with French and English (read, written and spoken fluently)
- Germany: Basic (High school level) ;Bambara (read, written and spoken)