

# Dylan Elo

## Personal details

 Dylan Elo

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 Higashimurayama Honmachi, 1-13-26 C201  
1890014 Tokyo, Japan

## Skills

User Support , ticketing systems

IT Business Operations and ERP

Data Analysis and Reporting

Technical Support , API Integration Support

Incident Management

## Languages

French 

English 

Japanese (JLPT N3) 

## Hobbies

 Cryptocurrency trading

 Traveling

## Qualities

 Problem-solving

 Analytical thinking

 Team collaboration

## Profile

With a diverse academic background in Applied Mathematics , Finance and Software Engineering, I have honed my skills in various areas such as web and software development, data analytics. This has equipped me with the necessary technical abilities to excel in challenging environments.

## Education

### Software Engineering

ESPRIT, Tunis, Tunisia

Sep 2017 - Jul 2019

### Bachelor's degree in Applied Mathematics for Finance, Insurance, and Healthcare.

Le Mans Université, Le Mans , France

Sep 2016 - Jul 2017

## Employment

### Customer Support - Incident Analyst

Maviance PLC, Douala Cameroon

Sep 2023 - Present

- Analyzing incident trends and provided insights to product and engineering teams to aid in proactive issue resolution.

### Technical Support

Meels & Beez, Douala, Cameroon

Sep 2021 - Jul 2023

- Engaged with cross-functional engineering and product teams to troubleshoot and remediate technical issues, leveraging deep knowledge of financial technology solutions.

### IT Business Unit Intern

Atlantique Insurances IARDT, Douala,Cameroon

Jan 2021 - Jul 2021

- Assisted in the development and implementation of IT solutions to improve business operations and efficiency.

### Software Development Intern

Octopus Technologies, Douala,Cameroon

Jan 2020 - Dec 2020

- Analyzed API usage data to identify and resolve technical issues swiftly, ensuring high system availability.

## Certificates

### Microsoft Power BI Data Analyst Certificate (PL 300)

Present

## Achievements

- Successfully implemented a trend analysis framework, leading to proactive issue resolution and reduced incident rates.
- Spearheaded a cross-departmental project to implement analytical tools, leading to a 30% reduction in recurring incidents.