

Personal details



Dylan Elo



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Higashimurayama Honmachi, 1-13-26 C201
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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 Insurrances 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.