



Cedric Hughes Pascal Lacharmante

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SKILLS

- Python programming
- Java programming
- Ethical Hacking
- IT auditing and consulting knowledge
- Basic computer knowledge
- Basic software development knowledge
- Ambassador / Trainer for Climate Fresk at Orange Business (License can be used outside)
- Network troubleshooting
- Help desk support
- Incident management
- C programming
- SQL Server
- Networking and internetworking knowledge
- Risk management knowledge
- Basic programming knowledge
- Basic general knowledge
- Active Directory management
- Remote desktop support
- IT documentation

PROFESSIONAL SUMMARY

IT professional with background in managing IT infrastructure and supporting end-users. Known for reliability and adaptability in dynamic environments. Focused on fostering teamwork and achieving optimal results through effective collaboration. Skilled in system administration, network management, and technical support.

WORK HISTORY

ASSISTANT IT ADMINISTRATOR

11/2024 to CURRENT

LUX* Grand Baie | Grand Baie, Mauritius

- Managed inventory of hardware assets, ensuring timely replacement or repair when needed.
- Assisted in migrating applications to the cloud, resulting in cost savings and improved accessibility for remote users.
- Optimized server hardware and software configurations, leading to improved system stability and performance.
- Streamlined IT processes for increased efficiency through automation of repetitive tasks.
- Implemented new technologies that improved overall productivity across the company's departments.

- Championed best practices in cybersecurity, minimizing risks associated with potential breaches or attacks on company networks and systems.
- Contributed to the successful completion of multiple IT projects by providing technical support and expertise.
- Coordinated software upgrades and patches, ensuring minimal disruption to end-users during deployment.
- Developed comprehensive documentation for IT procedures, facilitating knowledge transfer among team members.
- Enhanced network performance by implementing regular maintenance routines and updates.
- Reduced downtime by proactively identifying and resolving IT issues before they became critical.
- Provided excellent customer service by promptly addressing user requests and troubleshooting technical issues.

IT TECHNICAL SUPPORT SPECIALIST

09/2023 to 11/2024

Orange Business Services | Ebene, Mauritius

- Streamlined IT processes for increased efficiency and reduced downtime.
- Diagnosed complex technical problems, saving time and resources by providing effective solutions quickly.
- Employed remote support tools effectively for efficient troubleshooting of offsite issues.
- Served as a reliable escalation point for complex technical issues requiring advanced expertise or collaboration with other departments within the organization.
- Developed comprehensive documentation for internal knowledge base, promoting self-service resolution for common issues.
- Participated in disaster recovery planning efforts, enabling quick restoration of critical services following unforeseen events.
- Enhanced system performance by identifying and resolving technical issues promptly.
- Reduced support tickets through proactive maintenance of hardware, software, and systems.
- Leveraged monitoring tools to proactively identify potential system challenges before they escalated into major incidents.
- Monitored systems in operation and quickly troubleshooted errors.
- Translated complex technical issues into digestible language for non-technical users.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Managed high levels of call flow and responded to **Type** technical support needs.
- Collaborated with cross-functional teams to develop and implement IT solutions.
- Trained end-users on best practices for system usage, increasing their productivity and confidence in utilizing technology tools.

- Entrusted by management to handle escalated tickets, manage difficult customers, and oversee three operations simultaneously.
- Built a tool to track ticket history, enhancing team efficiency and enabling quicker resolution of recurring issues.

IT SUPPORT

07/2022 to 08/2023

ONE AND ONLY LE SAINT GERAN | Mauritius

- Answered user questions about hardware and software operation to help resolve problems
- Scanned systems, diagnosing and correcting equipment failures and performance issues
- Tested function of peripheral equipment and completed quality repairs
- Followed technical documentation for accurate installation, maintenance and repair work
- Tracked computer system and network performance to identify root causes of issues
- Prepared equipment for staff use, installing cables, operating systems, and software
- Followed manufacturing instructions and design specifications when completing repairs
- Conducted server back-up and recovery operations in line with protocols
- Installed new software for users and monitored version and patch update requirements
- Updated and improved web pages for relevancy and accuracy
- Established and troubleshoot network and data communications systems
- Carried out new hardware installations and updates, keeping systems functional and secure.

CUSTOMER CARE, SALES ADVISOR

12/2015 to 12/2021

Young Bros, Flacq | Mauritius

- Part timer there for 5 six years on school vacations
- Banking (at times)
- Delivery and receiving assistance

IT SUPPORT TECHNICIAN

09/2021 to 10/2021

Cypres Handicap Association | Mauritius

- Performed Planned Preventative Maintenance, repairs and technical upgrades for well-mobilised operational teams
- Building of 2 PC for the directors

EDUCATION

Diploma in IT Cybersecurity | IT

06/2024

Polytechnics Mauritius, Réduit

High School Certificate | French

11/2019

St Mary's College , Rose-Hill

