GUY-ERNE ASSIKA

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ONLINE PRESENCE

Linkedin =   //www.linkedin.com/in/guy-erne-assika-6060eck

Github   =   //github.com/Guy-Erne

//github.com/Guy-Erne?tab=repositories

Website = https://www.guyerne.com

PROFILE

A responsible, enthusiastic and hardworking individual with excellent communications skills, who enjoys working as part of a team, but also independently. Quick to learn with the ability to manage a range of different operations at once. Good analytical skills and keen eye for detail. I am ready to apply my newly acquired skills to work for a reputable company.

KEY SKILLS

- Excellent customer care and communication Skills
- Highly motivated, results driven. Ability to work within a team or alone unsupervised.
- Able to multi-task to achieve target goals.
- Proficient in Networking Environment, Big Data Management and Analytics, Maintenance of Data Centres/Servers and general Tech Support
- Bilingual French / English

TECHNICAL SKILLS

Client operating Systems, Networking TCP/IP, DNS, Fiddler , Network Advanced Switching & Routing, Network Forensics , Network Management & High Availability, Desktop and Server Windows Operating Systems, Cloud & Virtualisation, Virtualisation Technologies VMWare & Hyper-V, Citrix XenApp, Active Directory & Group Policy, Authentication Active Directory ,Operating Systems Windows Server, Mac OSX, Linux OS(Cent OS, Debian, Ubuntu and Fedora), Virtualisation AWS, Azure, VMWare ,System Centre Configuration Manager, End User Device Security, Encryption Anti-Virus, Systems Management & Provision, Database MS SQL, My SQL(Structured Query Language), Postgres, Advanced Databases, Knowledge of Python, PHP, JavaScript HTML/CSS,

Active Directory, Widows 2003, XP, 7,8 and 10, Back Up Technologies, Big Data Analytics, Tableau, R Programming , Panda framework with python, Excel BI,Salesforce Einstein Analytics, Concurrent and Parallel Programming, Information Retrieval and Web Search, Research Methods, Applied Data Analytics, Big Data Management, Cloud Computing, Data Mining Algorithms and Techniques.

EDUCATION & QUALIFICATIONS

Master of Science in Big Data Management and Analytics,
Griffiths College, Dublin   **2019-2020**
Key Concepts Covered:
Big Data Analytics - Concurrent and Parallel Programming – Information Retrieval & Web Search - Research Methods- Applied Data Analytics - Big Data Management-Cloud Computing and-Virtualisation - Data Mining Algorithms and Techniques- Dissertation by Practice.
Bachelor's Honours in Computing Technology,
College of Computing Technology, Dublin   **2018-2019**
Bachelor's Degree
College of Computing Technology, Dublin   **2015-2018**
Overall Concepts Covered:
Object Oriented Programming, Java Programming skills, company system conversions (Paper based to Machine operated processes) using System Development Life Cycle, Networking TCP/IP, DNS, Fiddler, Authentication Active Directory, Operating Systems Windows Server, Mac OSX, Linux OS, Virtualisation AWS, Azure, VMWare, Router Setting up an IT System, Improving productivity using IT, IT security for users, Database software, Design software, Desktop publication software, Presentation software, Website software configurations. Business Information system-Mathematical Problem Solving- Network Technology- Client Network Technology- Client-Operating System, Web Design, Database MS SQL, My SQL, Postgres, Gui-Programming-Web Development-Cloud Computing fundamentals & Platforms – Network Service Management & Virtualisation, system Analysis & Design , Project Skills Advanced Databases , Advanced Switching & Routing-Network Forensics , Big Data Integration , Multi-Paradigm Programming & Scripting ,Strategic Business Information Technology , Cloud & Virtualisation Frameworks, Systems Management & Provision-Predictive Analytics.
I.T Academy and Skillsoft
Cape Town, South Africa   **2005-2007**
Concepts Covered:
A+, N+, Server+, Security+, CCNA, CCNP, CISSP, MCSE, MCITP Enterprise Admin, MCITP Server Admin, MCTS, Framework, MCSA, SQL
Leaving Certificate, South Africa   **2004**

CAREER HISTORY

Business Support | Marketstar, Dublin   August 2021 to Present

Working with the Data quality team, my daily task are the following carry out Information retrieval and web search for a given data , Creation of Prime.

IT System Admin Support | ScreenScene.ie, Dublin   2020 - 2021
Troubleshooting various problem from different angle, Provided Level 1 & 2 desktop support to internal & external teams. Creating & Deleting user on Active directory Resetting user password assigning user to group, Responding to Tickets Managing calls and escalating to appropriate departments, Migrating data to VA Enterprise cloud environments, Office 365 / Exchange / Azure, Microsoft Server 2012/2019 support. Implementing hybrid E-mail and Calendar services refresh projects driving deliverables, managing expectations, communications, and reporting to all stakeholders, translating business requirements and convert to technical specification requirements including database and table structure analysis, risks and assumptions for outlined solution delivery. Working closely with System Architects and SME to create and maintain clear/concise technical documentation. Establishing strategies for deliverables for business projects to include process changes, technology changes and customer impact. Developing automation, integrations with cloud services, and continuous improvements. Participating in Disaster Recovery, documentation, and testing.
Creating, update and maintain designs, architectures, data profiles, licenses, support agreements, standard operating procedures, work instructions, and knowledge articles. Providing Postfix issue troubleshooting and handle Change / Problem Management.

IT Technical Support | Metrofile PTY Ltd, South Africa   May 2011 – August 2014

Provided Level 1 , 2 & 3 desktop support to internal & external teams:
Researched. Identified and resolved high volumes of simple to moderately complex issues (Level 2) or questions received from internal and external customer. Creating of new profiles & outlook mail files. Managing calls and escalating to appropriate departments. Sharing distribution groups. Adding & disabling new users. Using Microsoft Exchange & Active Directory. Group Policy Management. Office 365 support, Microsoft Server 2012 support. Support of all communication tools in use (Mail system, mobile devices, telephony). Support & administer key technologies such as VMware. Maintain security of all systems ensuring they conform to best practice. Liaise with suppliers in resolving issues, Ownership of support issues from call logging through to issue resolution and documentation, User administration on all systems, Support & maintenance of cabling & switching infrastructure, Telephone system support, System alerting and monitoring to ensure optimal reliability, stability, and auditing. Monitoring of system backup processes and desktop/server security, Webserver administration and monitoring. Updating and maintaining the Database. Create knowledge-base materials to ensure customers are empowered with the knowledge to make the most out of Metrofile system.

IT Operations Network | Matrix PTY Ltd, South Africa   June 2010 – April 2011

Customer technical support. Good knowledge of operating systems, email clients and IPV4/IPV6 Networking Knowledge of and/or solid understanding of networking technologies (TCP/IP, DHCP, FTP, VPN, VOIP, SIP, WiFfi, configuration of cable modems, routers, switches and other networking peripherals. Competence in the MS Office Suite. Ticket Handling and escalation systems. Working with networking equipment (Cable modems, switches, routers, firewalls) both hands on and via remote access.

Networking Project://github.com/Guy-Erne/Networking-Advanced-Switching-Routing
Applied-Data-Analytics Project://github.com/Guy-Erne/Applied-Data-Analytics
Final Year Project://github.com/Guy-Erne/MSCBD-D-FINAL-YEAR-PROJECT
Other Project://github.com/Guy-Erne/Cloud-Computing-and-Virtualisation

ADDITIONAL INFORMATION

Clean Driving Licence

INTERESTS

Reading, Running and Cycling.

REFERENCE

References available upon request.