

Kouam Hervé

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Summary

My high-school studies and collegial studies focus on IT, so I am learning technology and to be confident in programming, networking and system administration. I bring to this job skills, knowledge and good education.

Technical Skills

- Bilingual IT (French/English) Help Desk Technician
 - Active Directory Users administration (windows/ubuntu)
 - Navigating and Essential Commands
 - Managing Files and Directories
 - Create/Update & Group Management
 - Managing Users and Permissions
 - Controlling and Managing Processes
 - Monitoring System Resources
 - Windows 7/10/11 support
 - Office 365 suite (Word, Excel, PowerPoint, Outlook)
 - Experience with Ticketing system
 - LAN Aptitude (TCP/IP stack) / IP addressing, DNS, DHCP
 - Web programming: Html,javascript,css,Django,bootstrap
 - C#,Java,python
 - Intermediate Linux Ubuntu/Ubuntu server
 - PostgreSQL
 - Git/GitHub
 - Cisco Network Hardware/Software:
 - L2: Switching, VLAN, Trunk, EtherChannel, STP
 - L3: Routing, OSPF, HSRP, EIGRP, Static Route, WAN Technologies (PPP, GRE Tunnel)
 - Cisco Router 4321, 2800 series
 - Cisco Catalyst Switch 2960/3560 series
 - NACL: network access-list
 - Virtualization technologies:
 - VMware
 - Virtual box
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Highlights

- Reliable and fast learner
 - Solution oriented & proven problem solver
 - Ability to work in a fast-paced environment and juggle different priorities
 - Active listener and team player
 - Attention to details
 - Bilingual (French / English)
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Work Experience

JUN 2023 – NOW

Helpdesk Support Assistant, COLLEGE BORÉAL TORONTO, ON

- Received inbound incident calls or emails from end-users.
- Provide timely resolution of desktop hardware, software technical problems.
- Ensure user accounts are active and have required permissions to access shared resources.
- Detailed and accurate logging of Incidents tickets
- Reset users password.

MAY 2019 – JULY 2019

Intern, MATRIX TELECOM, Yaounde, Cameroon

- Provided 1st and 2nd level help desk support to approx. 200 users.
 - Troubleshoot technical issues with an average of 15 tickets per day.
 - Used remote management tool (AnyDesk, Remote Desktop) to perform troubleshooting when required.
 - Followed a step-by-step approach process for troubleshooting hardware issues.
 - Assisted customers with antivirus program installations and virus removals. -
- Used problem-solving skills for troubleshooting problems.

Education

SEPT 2023 – NOW

Computer Systems Technician / Collège Boréal, Toronto

Completed 2 semesters at College Boréal, Toronto with strong focus on Networking (Cisco NETACAD), Systems Administration, Database management and automation scripting (Python and Powershell).

SEPT 2021 – MAI 2023

(BAC +2) Computer Engineer/Institut Ucac-Icam

Teamwork · Coaching and tutoring · Cisco Systems Products · Administration · HTML5 · User Experience Design (UX) · Software Defined Radio · JavaScript · Bootstrap · CSS · PostgreSQL · Django

Training

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| • LinuxFoundationX LFS101x Introduction to Linux (on-going) | Nov 2022, | Toronto, ON |
| • CCNAv7: Introduction aux reseaux | Oct 2022, | Toronto, ON |
| • Microsoft Azure Training (on-going) | Jan 2024, | Toronto, ON |
| • PCEP – Certified Entry-Level Python Programmer(on-going) | Jan 2024, | Toronto, ON |

Languages

- English: Fluent
- French: mother tongue level

Reference

Available upon request