

Houssnou Moubarak KABORE
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SUMMARY OF QUALIFICATIONS

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Help Desk support role. Works well independently, or in a group setting providing all facets of computer help desk support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns.

EDUCATION & TRAINING

Currently enrolled in the Microsoft Certifications (MCSE) and CompTIA Server+ program.

BACHELOR in Computer Science
ISIG Int, Ouagadougou, BURKINA FASO.

PROFESSIONAL EXPERIENCE

Aponia Data, Manhattan, NY, USA, (11/01/2014 – 01/15/2015)
Internship

- IBM BigInsights for Apache Hadoop
 - Implanting data for IBM BigInsights
 - Set up new computer databases.
 - Development and conversion of SQL statements
 - Performing optimization of SQL statements
- IBM Netezza
 - Set up new computer databases
 - Creating and implanting Databases on Netezza

Corisbank Int., Ouagadougou, BURKINA FASO (06/01/2011 – 09/01/2014)

- *Help Desk Technician*
 - Provided computer help desk support via telephone communications with end-users.
 - Provided computer help desk support and technical training on hardware/software to end users.
 - Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
 - Documented help desk tickets/resolutions.
 - Install, modify, and repair computer hardware and software.
 - Resolved technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- *Junior Database Administrator*
 - Set up new computer databases.

- Add new users to the system as needed.
- Development and conversion of SQL statements
- Performing optimization of SQL statements
- Audit, modify, and amend data in systems using SQL commands, hand-editing, and bulk import.
- Troubleshoot and correct issues as they arise.
- Ensure system is running smoothly.
- Performing regular backups of databases (nights, weekly)

➤ *Junior Microsoft Server Administrator*

- Adding and managing user accounts on Active Directory
- Adding and removing domain controllers.
- Managing and monitoring replication.
- Performing regular backups of the directory database.
- Adding and managing user accounts on Exchange
- Configuring the default e-mail address for new user accounts
- Performing regular backups of mail and public folder databases
- Created an e-mail distribution list
- Settled a mailbox quote
- Configuring Outlook accounts on computers.
- Administering of virtual machines on Hyper-V
- Performing regular backups of virtual machines.

TECHNICAL SKILLS

Oracle 11G, Red Hat Enterprise Linux 6, VMware vSphere5, Ubuntu Desktop and Server, MS XP/7/8, MS Office 2003/2007/2012, Adobe Reader X.