GUILLAUME ADAM

JUNIOR PYTHON DEVELOPER

in **Linkedin** **O** **GitHub**

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SKILLS

- **</> Web Development** : HTML, CSS, JavaScript, PHP, Symfony, Bootstrap
- **🔧 Backend Development** : Python, Django
- **🔄 Version Control** : Git, GitHub
- **▤ Database** : MySQL, PostgreSQL
- **🌐 Networking** : TCP/IP, DNS, DHCP, VLAN, VPN

EDUCATION

In going - Bachelor in Python Application Development
Digital Solutions Designer and Developer

June 2023 - Obtained Professional Title
Web and Mobile Web Developer

LANGUAGE

French
English

Eager to apply my passion for Python and coding to develop efficient, impactful software solutions. Aspiring to grow in the fields of software development and data engineering, I am committed to continuous learning and contributing to innovative projects.

EXPERIENCE

HELPDESK TECHNICIAN

OVHCloud

2019 - Present

- Provide technical support to customers on site and remotely
- Prepare and manage the deployment of new workstations (Windows, Linux, Mac)
- Manage the installation and maintenance of network equipment (switches, routers, network patch panels)
- Implement new processes to improve the quality of service and write technical documentation
- Manage the inventory of IT equipment and the stock of spare parts

IT SUPPORT TECHNICIAN

HELPLINE

2018 - 2019

- Provided comprehensive IT support for clients like Keolis and Accor, ensuring efficient resolution of user issues.
- Responsible for computer imaging for new users, configuring systems with necessary software, email setup, and network drives.
- Managed telephony and video conferencing systems, including COMEX meeting rooms (Webex/CISCO), and set up telecommunication lines.
- Prepared and configured mobile devices (iPhone/Samsung) for users and installed new user equipment.
- Played a key role in Active Directory account management and rights administration.
- Handled a high volume of user calls at Henner (average 150 calls/day), providing immediate incident resolution and maintaining a low backlog.