

MARIA YIBONKA NKUMI

ASL | TECH SUPPORT INTERN

As an enthusiastic and adaptable ASL | Tech Support Intern, I bring a strong foundation in technical troubleshooting and exceptional problem-solving abilities to support and optimize technology operations. My hands-on experience in assisting users with hardware, software, and network issues has honed my communication and collaboration skills, allowing me to effectively address and resolve diverse technical challenges. I excel in managing tasks in fast-paced environments, leveraging analytical thinking to diagnose and resolve system malfunctions, and ensuring seamless technology experiences for end-users. With a passion for continuous learning, I actively seek opportunities to enhance my technical expertise and stay updated on emerging technologies. My commitment to delivering quality support and maintaining high-performance standards reflects my dedication to building a robust and efficient IT environment. I am motivated by the opportunity to contribute meaningfully to team objectives and develop innovative solutions that drive success.



CONTACT DETAILS

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SOCIAL



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PERSONAL DETAILS

Nationality: Cameroonian

Gender: Female

LANGUAGES

English

French

CAREER HISTORY

GAOTEK INC

1 2024 – 2024

ASL|TECH SUPPORT INTERN

- Review and validate completed tasks for accuracy and compliance with company standards, offering feedback to improve performance.
- Act as a point of contact between the squad and management, facilitating communication and relaying updates, issues, and progress reports
- Coordinate with team members and leaders during daily debriefs to prioritize tasks and align strategies with organizational goals.
- Support technical troubleshooting efforts by diagnosing and resolving hardware, software, and network issues to maintain operational efficiency
- Manage the uploading and updating of website content, leveraging tools such as WordPress for content creation, theme customization, and plugin integration.
- Maintain and share comprehensive daily reports using Excel and other communication tools to ensure transparency and team collaboration.
- Led as Assistant Squad Leader (ASL) for interns, overseeing onboarding processes, assigning and reviewing tasks for accuracy, providing guidance, and delivering constructive feedback to uphold GAOTEK INC's commitment to exceptional customer service and high technology standards.
- Maintained consistent communication with stakeholders, delivering timely issue reports and updates while conducting daily debriefs with squad leaders, platform managers, and other team leaders to ensure alignment on priorities and strategies.
- Managed the upload of 20+ company products to the company's website, utilizing WordPress for content creation, theme customization, and plugin management to enhance customer understanding and engagement.
- Prepared and maintained detailed daily reports using Excel, sharing updates in Teams IMC groups to facilitate real-time communication and improve team collaboration.

CODSOFT

1 MAY 2024 – JUNE 2024

ANDROID DEVELOPER INTERN

- Assist in the design, development, and maintenance of Android applications, ensuring optimal performance and user experience.
- Collaborate with cross-functional teams to define app features and functionality requirements.
- Write clean, efficient, and reusable code using Java and Kotlin for Android app development.
- Perform debugging, troubleshooting, and issue resolution to maintain smooth app performance.
- Participate in the app development lifecycle, from conceptualization and prototyping to deployment and updates.

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EDUCATION

IIE Varsity College
2023

BA in Computer and Information Science

Saint Joseph College
2016

Advance Level Certificate

KEY SKILLS

- Team management
- Risk management
- Time management skills
- Project Management
- Coordination skills
- Excellent communication skills
- Budget management
- Leadership skills
- Reporting skills

ATTRIBUTES

- Strategist
- Technological
- Articulate
- Catalyst
- Organised
- Meticulous
- Procedural
- Innovative

COMPUTER SKILLS

- Word
- Microsoft Office
- PowerPoint
- Project
- Excel
- JAVA
- C#
- Android studio
- JavaScript
- PL/SQL
- ANGULAR
- REACT
- MySQL
- HTML5
- CSS

CAREER HISTORY

- Conduct testing and ensure apps are bug-free by performing unit testing and integrating feedback.
- Completed a one-month internship developing Android applications from concept to deployment, emphasizing innovative solutions and creative design.
- Gained practical experience in the full app development lifecycle, utilizing Java, Android Studio, and related tools to refine technical proficiency
- Contributed to Codsoft's development projects by delivering high-quality applications and showcasing commitment to excellence, despite the unpaid nature of the internship.
- Leveraged creativity and problem-solving abilities to design and implement unique features, enhancing app functionality and user experience.

FRESH UNIT LOGISTICS

2019 – 2020

ASSIST ADMIN | RECEPTIONIST

- Manage appointment scheduling and maintain calendars for staff or executives, ensuring efficient time management.
- Coordinate and oversee office supplies inventory, placing orders and restocking as necessary.
- Handle incoming and outgoing correspondence, including emails, letters, and packages, with accuracy and timeliness.
- Maintain organized and up-to-date filing systems, both electronic and physical, for easy document retrieval.
- Leveraged strong communication, organizational, and multitasking skills to enhance operational efficiency and support the company's success in the film industry.
- Provided comprehensive administrative support, including data entry, document management, invoice processing, petty cash oversight, and HR-related tasks.
- Streamlined logistics coordination for film productions, liaised with drivers, and ensured adherence to regulatory compliance.
- Managed front-office operations by welcoming and directing clients, visitors, and staff, handling calls and emails, maintaining a professional reception area, and efficiently managing appointment bookings and meeting schedules.



REFERENCES

● AVAILABLE ON REQUEST