Evrard NDANGA

202- 2805 Cedarwood Dr ,

Ottawa,ON,K1V0G7

Email: ndangaevrard@gmail.com

Tel: +1 343 297 5908

___

I.   PROFESSIONAL SUMMARY

Mr Evrard NDANGA is Bilingual French and English, Holder of a Master Degree in Information Technology. I have over 6 Years experience in the field especially in Application support , Helpdesk support, administration, Networking and software development.

II.   OBJECTIVE

To be an asset to the organization by contributing to the best of my abilities towards the goals and targets set for the organization which will provide a forum for both individual and professional growth.

III.   LANGUAGES

English (written, comprehension, spoken), French (written, comprehension, spoken)

IV.   EDUCATION

- **2013 - 2015 :** Master Science in Information Techmology from Jain University ,Bangalore ,India
- **2007 – 2011:** Bachelor Degree in Computer Science and Management ,Université Lumière de Bujumbura ,Bujumbura, Burundi
- **2000-2007:** Diploma of High School ,Section of Sciences ,Lycee Musinzira de Gitega,Gitega, Burundi

V.   WORK EXPERIENCES

1.Soroc Technology

Role : Helpdesk Desk Analyst (Bilingual)

Duration: December 21st, 2020 - Present

Currently working at Soroc Technology, as Helpdesk Analyst where I provide all L1 hardware, software, application and network support interactions.

Main responsibilities:

• Receives, logs and answers customer problem/request/issues

• Performs initial level of problem identification and attempts to resolve when appropriate; otherwise, documents troubleshooting efforts in problem ticket and assigns case to appropriate support group

• Creation of Network account, Network folders, mailboxes, shared Mailboxes.

• Software Installation or deployments

• O365 Deployments and Troubleshooting.

• Performs follow-up on incidents to ensure customer satisfaction.

1. **Accenture:** Accenture

   Role   : Service Desk Analyst (Bilingual)

   Duration: July 6th, 2020 – December 20th 2020

Currently working at Accenture, as member of the Ottawa Delivery Center Service Desk team where I provide all L1 hardware, software, application and network support interactions.

Main responsibilities:

- Receives, logs and answers customer problem/request/issues
- Performs initial level of problem identification and attempts to resolve when appropriate; otherwise, documents troubleshooting efforts in problem ticket and assigns case to appropriate support group
- Creation of Network account, Network folders, mailboxes, shared Mailboxes.
- Software Installation or deployments
- Performs follow-up on incidents to ensure customer satisfaction
- Identify risks and assumptions associated with the functional elements of the solution.
- Identifies, assesses and solves complex business problems for area of responsibility, where analysis of situations or data requires an in-depth evaluation of variable factors.

2. **Company:** Millennium 1 Solution (M1S)

   Role: Risk Service Associate at Precident's Choice MasterCard (Bilingual)

   Duration: December – 5th July, 2020.

I worked at M1S as CSA for the PCMC ,where I do handle client's inquiries ,issues related to the services ,products, technologies offered by PCMC over the phone using ticketing tools which allow to keep notes and update status on each call I take

My main responsibilities are:

- Attend to any inbound call made by the cardholder and do what it takes to handle her/his request;
- Unlock or Reset cardholder online platform Password;
- Create or close Clients account ;
- Process Credit Balance refund ;
- Process Lost/Stolen cards ;
- Assist the Cardholder to complete the 2FA process
- Assist the Cardholder to complete the PIN reset Process, unblocking PIN, reset the PIN Counter.

3. **Company:** Jubilee Insurance Company of Burundi

   Role   : IT Officer

   Duration: June, 2016 - October 2019

As Head of Department, Evrard worked closely with the Group IT Head, spearhead delivery of online products and channels for Jubilee Insurance Burundi; proactively assist and provide support to all staff as requested including performing scheduled system tasks, Supporting existing Insurance application as well as Client related systems by customizing the application to the Business need and changes

My main responsibilities:

- Collaborate with Other Department in order to maintain, customize Insurance applications accordingly to the business requirements in terms of customizing the report script, adding new functionalities and Business Needs.
- Assist, train users with the basics applications such as Office tools (2010,2013 and 2016), Helpdesk application to log issues.
- Maintain, customize Insurance applications accordingly to the business requirements.
- Administrate all the JICB application's databases (Oracle 10g)
- Manage the Active directory; create and maintain user account ,create and apply policies;
- Ensure all system are secured; by maintaining the McAfee EPO Server, and the Cyberoam firewall.
- Ensure a 99.9% uptime for all IT systems by proactively checking on system performance levels and ensuring measures are in place to avoid downtimes
- Ensure scheduled tasks, including backups and backup tests are run correctly and on time.

- Ensure a 99% up time of the MPLS Link.
- Plan, design and implement data connectivity for local area network (LAN) and wide area network (WAN) systems as required
- Customization of documents and check/monitor process flow in line with existing system, especially in Medical Insurance Department.
- Maintain an up to date DRP plan
- Attend to any other cognate duty as assigned by Country CEO/Group IT Head

4. **Company:** Ordres des professionnels comptables

   Role **:** IT Officer

   Duration: November 2011 – July 2013

I worked for OPC as helpdesk technician by resolving and support users with all IT related issues such Network troubleshoot, printers' issues, IT equipment installations and training users on basics applications or updates such as Offices tools.

My main responsibilities:

- Oversee the development and maintenance of the IT strategic plan;
- Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels.
- Debugging issues that arise with the performance of the website.
- Troubleshoot the site.
- Train Users on the upgrade of the basic Software such as Office 2010 and 2013

VI. PROJECTS

1. **Client**:   Jubilee Insurance Company of Burundi
   Project: Customize /Implementation of McAfee Epo Server
   Role: Senior Business analyst
   Duration: June 2018 – November 2018

I worked closely with the PROTEC Team to deploy and implement a customized and centralized McAfee Solutions. Evrard was responsible for:

Deployment Support
- Created, maintained and reviewed functional requirements and specifications.
- Participated in the customization and development of information solution data models
- Contributed to deployment of the Epo Server Database.
- Participated in the creation of test scenarios and testing.
- Providing input in the development of Epo Server Configuration Analysis and Design

Client: Jubilee Insurance Company of BURUNDI
Project: Implementation and Deployment IP Telephony Technology
Role: Senior Business analyst
Duration: December 2018 – February 2019

I was responsible the Deployment Support, main responsibilities:
- Prepare a Business case.
- Plan and configure the Burundi Subsidiary subneting according to the regional compliancy.
- Participate to configure routing protocols to set up the MPLS link between Burundi Office and Head Office in Kenya.
- Set up phones extensions and Testing.

VII. CERTIFICATIONS

- 2013: Cisco Certified Network Associate (CCNA):Routing& Switching From Edurays, Bangalore,

   2013: Cisco Certified Network Professional (CCNP): Routing & Switching from Edurays, Bangalore.

   2015: Red Hat Certified System Administrator (RHCSA): system administration using lunix Operating system

- 2015: Red Hat Certified Engineer-RHCE: gives additional skills, knowledge, and abilities required of a senior system administrator responsible for Red Hat Enterprise Linux systems, Bangalore, India.

- 2015: Certified Ethical Hacking: gives additional skills, knowledge and abilities how to test applications, networks and protect them against any malware.

DECLARATION

I hereby declare that, up to my knowledge, the above provided information is correct

and I bear the responsibility for the correctness of the above-mentioned particulars.

Evrard NDANGA.