PROFILE

COULIBALY ALASSANE

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SKILLS

- Banking processes and professions
- IT support & information systems operations
- Active Directory administration
- Windows Server Administration
- Workstation maintenance and troubleshooting
- Telephony and Autocom solutions
- Network infrastructure and equipment (HP, Cisco)
- ITIL/ITSM best practices
- SQL queries (consultation, data extraction)
- Proficiency in VLAN networks and routing (EIGRP, OSPF).
- Regular updating and monitoring of company activities.

STRENGTHS

- Effective communication
- Priority management
- Customer service
- Autonomy and initiative
- Teamwork
- Adaptability
- Creativity

LANGUAGES

French: ★★★★★
English: ★★★★☆

LEISURE

IT Support Specialist

(+6 years of experience)

As an IT specialist focused on support and operations, I ensure the availability, stability, and proper functioning of IT infrastructures. I provide user support, manage IT equipment, deploy and maintain equipment, and monitor systems and applications. Accustomed to demanding environments, I contribute to the continuity of IT services, operational efficiency, and the quality of IT support.

PROFESSIONAL EXPERIENCE

OCT 2023-PRESENT | ADEAL S.A
Position: IT Assistant
Tasks
- Providing technical assistance and support to users (level 1 and 2)
- Manage and maintain IT equipment (hardware and software)
- Configure, install, and deploy IT and network equipment
- Participate in preventive and corrective maintenance of IT equipment
- Monitor and ensure the monitoring of IT infrastructures and platforms
- Provide level 1 application support (cash register application)
- Perform daily processing (cut-off, checklists, data extraction)
- Produce periodic statements, reports, and statistics via SQL
- Administer and track tickets via IT Maint (incident tracking application)
- Monitor acquisitions, deployments, and maintenance operations with service providers
- Coordinate IT service providers and participate in solution deployment projects
- Identify problems and propose solutions to improve IT systems.
- Raise employee awareness of IT security and best practices.
- Monitor IT equipment stock levels.

SEPT 2020-OCT 2023 | EGCO SARL
Position: IT Assistant
Tasks
- Install, configure, and troubleshoot IT equipment.
- Set up and configure new IT equipment.
- Provide support and assistance to users.
- Identify, diagnose, and resolve software and hardware issues encountered by users.
- Resolve incidents related to systems and networks.
- Manage the purchase of IT equipment.

March 2017-2020 | National Office for Technical Studies and Development (Bnetd)
Position: IT Support Technician N1 & N2
Tasks performed
- Resolve connection, printer, plotter, and driver issues.
- Optimize, perform preventive maintenance, and set up new computers.
- Provide user support by phone and email.
- Install and configure user terminals.
- Perform repair and preventive maintenance work.
- Manage IT equipment purchases.

EDUCATION

- **2019-2021** | UVCI **Bachelor's Degree in IT Networks and Security** (Bac+3)
- **2014-2016** | ITES 2plateaux **BTS in Computer Networks and Telecommunications** (Bac+2)
- **2011-2014** | Odienné Modern High School **Baccalaureate Series C**
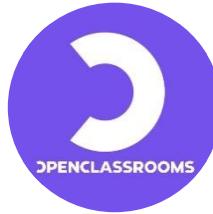
CERTIFICATES

Google

December 2024–March 2025: Google IT Support Professional Certificate (version 2)

- **March 2025**: IT Security: Defense against the digital dark arts (Network Security, Wireless Security, Cryptography, Cybersecurity)

- **Feb. 2025:** System Administration and IT Infrastructure Services (Directory Service, Lightweight Directory Access Protocol (LDAP), Backup)

- **Jan. 2025:** Operating Systems and You: Becoming a Power User (Powershell, Linux File Systems, Command-Line Interface, Linux)

- **Dec. 2024:** Technical Support Fundamentals (Binary Code, Customer Support, Linux, Troubleshooting)

- **Dec. 2024:** The Bits and Bytes of Computer Networking (Domain Name System (DNS), IPv4, Network Model, Troubleshooting)

Aug. 2024: Secnum Academie Anssi (French National Cybersecurity Agency)
- **Certificate of Completion** Overview of Ssi
- **Certificate of Completion** Authentication Security
- Internet Security **Attendance Certificate**
- **Certificate of Completion** Workstation Security and Nomadism

- **October 2024:** AI Objective: learn about artificial intelligence at INSTITUT MONTAIGNE
- **August 2024:** Discover the world of cybersecurity
- **April 2024:** Use ChatGPT to improve your productivity
- **February 2020:** Master the fundamentals of Excel (2016 version)