

Komlaga Gone

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EDUCATION

Harold Washington AAS, Software Development	Chicago-Illinois Expected 06/2024
University of Lome BS in Biology	Lome - Togo 09/2016 – 07/2019

WORK HISTORY

Uber Driver	Chicago-Illinois 01/2021 - Present
<ul style="list-style-type: none">• Proficient in performing basic to advanced car repairs and maintenance tasks.• Possess strong patience and the ability to handle challenging situations calmly and professionally.• Excellent people skills with the ability to interact with individuals from diverse backgrounds and cultures.• Managing time to complete tasks efficiently.	
Jewel-Osco Liquor Clerk	Chicago Illinois 03/2020 - 06/2021
<ul style="list-style-type: none">• Maintaining shelves and inventory displays to ensure they are organized and visually appealing.• Operating machines and adhering to safety protocols to maintain a safe working environment.• Collaborated with team members and communicated relevant information to the supervisor• Providing excellent customer service by addressing customer concerns and assisting them in making decisions.	
Hotel 2 Fevrier Receptionist	Lome Togo 08/2018 – 09/2019
<ul style="list-style-type: none">• Checks guests into and out of the hotel in an accurate, speedy, and courteous manner.• Efficiently handles all payments received whether they are cash, credit card, or checks. Balances/verifies all monetary transactions in the appropriate accounts.• Ensures that all hotel keys are distributed to the appropriate parties and that guest privacy is maintained.• Responsible for maintaining all documentation regarding room registration, changes, charges, credit card transactions, customer service, and maintenance issues.• Responsible for resolving escalated customer relations issues.	
GTA Assurances IT Support/Desk Technician	Lome Togo 06/2015 – 09/2018
<ul style="list-style-type: none">• Troubleshoot and resolve hardware and software issues.• Install, configure, and maintain computer hardware, including workstations, laptops, wireless devices, printers, switches, hubs, and routers.• Provide support for Microsoft Office 365 and Google tools.• Create and maintain technical documentation.• Analyze and solve technical problems quickly and effectively.• Learn new technologies quickly and keep up-to-date with industry trends.• Always maintain a professional appearance and behavior.	

TECHNICAL SKILLS

- Troubleshooting, Windows (7,8,10,11), HTML, CSS, JAVA, C++, SQL, GitBash, Android Studio, Visual Studio, Oracles, and Microsoft 365.
- English, French, and Afrikaans.