

# Serigne Darou Mbaye

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## ● EDUCATION AND TRAINING

- 27/09/2021 – CURRENT

**DEGREE IN SECURITY OF COMPUTER SYSTEMS AND NETWORKS** Università degli studi di Milano
- 2015 – 2021

**INFORMATICS TECHNICAL INSTITUTE** ISS Valle Seriana: Indirizzo Informatico
- 24/04/2020

**PROGRAMMING IN PYTHON** Cisco network Academy PCAP
- 01/05/2020

**LINUX ESSENTIALS NDG** Cisco network Academy

## ● WORK EXPERIENCE

- 09/05/2024 – CURRENT Bergamo, Italy

**CUSTOMER CONTACT CENTRE INFORMATION CLERK** SORGENIA SGS - CENTAX

- Management of customer requests related to inverters and photovoltaic panels.
  - Diagnosis and resolution of technical malfunctions.
  - Timely communication with customers via phone and email.
  - Coordination with the technical team for service visits.
  - Tracking of support tickets and documentation of activities.
- 28/06/2021 – 30/06/2024

**ASSISTANT COOK** DEGUSTO BAR & BISTRO
- 03/02/2019 – 05/02/2019

**INTERNSHIP: PROGRAMMING TEACHER** SCUOLA PRIMARIA DI COLZATE, SCUOLA MEDIA DI VERTOVA, ISTITUITO COMPRENSIVO STATALE "GIOELE SOLARI"

-School-work alternation

-Explanation of the basis of the Windows operating system

-Teaching of graphical programming languages: Scratch, App inventor
- 11/10/2021 – CURRENT Milano

**EXTRA INDIGO** AMG

- Sky TV
  - Amazon prime video
  - McDonald's

## ● DIGITAL SKILLS

Linguaggi di programmazioni conosciuti(C,Java,Python,HTML,CSS) | Gestione database(Linguaggio SQL) | Windows e Linux (interfaccia grafica e comandi da shell)

## ● LANGUAGE SKILLS

Mother tongue(s): **ITALIANO** | **WOLOF**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	B2	B2	B2	B2	B2

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● **PROJECTS**

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29/06/2021 – CURRENT

### **Djieggo**

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Djieggo is a non-profit organization that aims to create space to celebrate Africa's elite filmmakers.

Link <https://www.djieggo.com/>

## ● **COMMUNICATION AND INTERPERSONAL SKILLS**

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### **Communication and interpersonal skills**

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- Good communication skills given participation in various volunteer activities
- Rapid ability to apprehensive
- Excellent relational skills with children acquired during alternating school-work experience as a programming language teacher

## ● **PROCESSING OF PERSONAL DATA**

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### **Trattamento dei dati personali**

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I authorize the processing of personal data contained in my curriculum vitae based on art. 13 of Legislative Decree 196/2003 and art. 13 of EU Regulation 2016/679 relating to the protection of natural persons with regard to the processing of personal data.