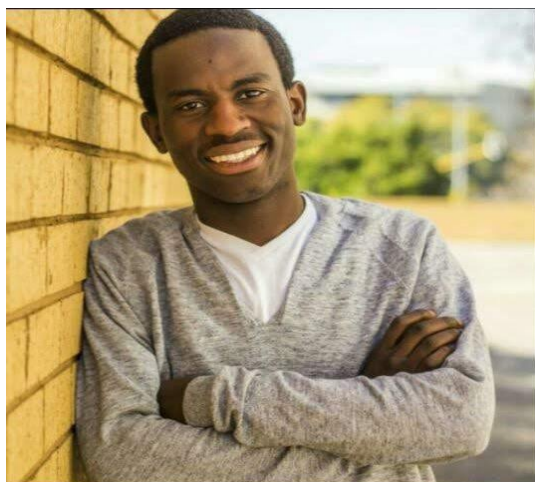


Curriculum Vitae



Tresor Kalembo Tshibangu OP1359046

Contact Info

Address : 20-17, Menara Geno, Jalan Subang Mas, Taman Subang Mas, 47620
Subang Jaya, Selangor.

Mobile No. : +6011-37923985

Email : tresorignace101@gmail.com

Personal Particulars

Nationality : Congolese

Gender : Male

Marital Status : Unmarried

Passport No. : OP1359046

Educational Background

Bachelor's Degree

Field of Study : Information Technology

Major : Network Computing

Institute/University : Asia Pacific University of Technology & Innovation (APU)

Completion Date : 10th of March 2023

Official graduation : 26th of July 2023

Bachelor's Degree (dual degree awarded in collaboration with APU)

Field of Study : Information Technology

Institute/University : De Montfort University

Completion Date : 10th of March 2023

Official graduation : 26th of July 2023

Diploma

Field of Study : Information Technology

Major : Software development

Institute/University : Tshwane University of Technology
Graduation Date : 2nd Year
Graduation Date : -

Employment History

Esri Malaysia

Position Title : Tier 1 GIS Enterprise Analyst
Position Level : Full-time
Specialization : Technical support
Duration : November 2023 - now

Work Description:

- Provide **technical support** and troubleshooting for **ArcGIS Enterprise** users, ensuring high customer satisfaction and timely issue resolution.
- **Deploy, configure, and maintain** ArcGIS Enterprise components (Portal, Server, Data Store, Web Adaptor, ArcGIS Pro) across **on-premises, AWS, and Azure environments**.
- **Monitor system performance**, perform **enterprise health assessments**, and implement proactive improvements to enhance system **availability, reliability, and security**.
- **Manage infrastructure components** including IIS, load balancers, and proxies to ensure stable, high-performing IT services.
- Implement **WebGISDR (Web GIS Disaster Recovery)** and other **backup/recovery strategies** to safeguard data and minimize downtime.
- Support **system migrations**, upgrades, and configuration changes while minimizing risk and disruption to end users.
- Collaborate with cross-functional teams to **analyze technical issues**, identify root causes, and propose effective solutions.
- Create and maintain **comprehensive documentation** for system configurations, deployments, and troubleshooting procedures.
- Provide **customer-focused technical advice**, guiding clients in adopting best practices for system management and performance.

KidoCode

Position Title : Trainer assistant
Position Level : Intern
Specialization : web development
Duration : January 2022 – April 2022

Work Description:

- Teaching students ages ranging from 6 to 18 years old the basics and advanced concepts of web development using HTML, CSS, and JavaScript.
- Teaching students aged from 6 to 18 years old the basics of electronics.
- Teaching students ages ranging from 6 to 18 years old the basics of game development using MIT app inventor.
- Teaching students ages ranging from 6 to 18 years old the basics of programming using Python.

Asia Pacific University of Technology & Innovation (APU)

Position Title : Peer tutoring
Position Level : Peer tutor
Specialization : Mathematics
Duration : August 2020 - November 2020

Work Description: Repeating concepts taught by the lecture in the class for students who cannot grasp the knowledge from the lecture and need extra attention.

Technical Skills

(**Proficiency:** **Advanced** - Highly experienced; **Intermediate** - masters all the basic functionalities and more; **Beginner** - Familiar with all the basic functionalities)

Programming & Database	
Python and R Programming	Advanced
C, C++, Java and MySQL	Intermediate
Productivity & Business Tools	
Google Workspace (e.g., Gmail, Google Meet, etc.)	Advanced
Microsoft Office Applications	Advanced
Use of Salesforce Platform	Advanced
Networking & Infrastructure	
Designing, Planning & Implementing WAN/LAN/WLAN	Intermediate
Firewall Configuration	Intermediate
Network & Hardware Troubleshooting	Intermediate
Cloud & IT Operations	
Understanding of Cloud Architecture (e.g., AWS)	Intermediate
Understanding the ITIL Framework	Intermediate
Knowledge of Agile & Kanban Methodologies	Intermediate
Documentation & Communication	
Proposal Writing, Presentation Creation, Report Writing	Advanced

Soft Skills

(**Proficiency:** **Advanced** - Highly experienced; **Intermediate** - masters all the basic functionalities and more; **Beginner** - Familiar with all the basic functionalities)

Skill	Proficiency
Communication	Advanced
Leadership	Advanced
Problem solving	Advanced
Teamwork	Advanced
Adaptability	Advanced

Languages

(**Proficiency:** 0=**Poor** - 10=**Excellent**)

Language	Spoken	Written
Swahili	8	8
French	8	8
English	8	8

Miscellaneous

Willing to Travel : will do (100%)
 Willing to Relocate : will do (100%)
 Possess Own Transport : yes

References

Mrs Sireesha Prathi Gadapa

Relationship : Former Lecture
Position : Senior lecture at Asia Pacific University of Technology & Innovation (APU)
Tel : +6 03-8996 1000 (Ext. 5597)
Email : sireesha.prathi@staffemail.apu.edu.my

Dr Kuruvikulam Chandrasekaran Arun

Relationship : Lecture and Programme leader for IT Programmes and their specialisms.
Position : Lecturer at Asia Pacific University of Technology & Innovation (APU)
Tel : +6 03-8996 1000 (Ext. 5462)
Email : kchandran.arun@staffemail.apu.edu.my

Mr Muhammad Firdaus bin Badauraudine

Relationship : Internship supervisor
Position : Manager of Web Development department at KidoCode
Tel : +60 122374030
Email : firdauskotp@gmail.com