

IT Associate IT Associate IT Associate Reynoldsburg, OH Well-educated and qualified Software Developer bringing 5 years of expertise. Focused and driven with capability to work in high fast work environment. Effective multitasker capable of finding dynamic solutions for software issues. Bilingual with exceptional work ethic. Work Experience IT Associate PHILCOM INFORMATIQUE - Lille, FR January 2016 to March 2017 Assisted in technical support process refinement to improve customer service and support Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes Responded to assistance requests from users and directed individuals through basic troubleshooting tasks Removed malware and viruses from laptops and desktop systems using specialized software Provided local and remote Tier 1 IT support for hardware and software to company personnel Implemented system security and data assurance software Software Developer Ministry Of The Public Service - Lome, TG June 2013 to December 2015 Provided outstanding service to new and long-standing public service employees Installed and configured various server software, including Microsoft suite Specified user access levels for each database segment to protect database integrity and company information Tested all software prior to applications going live to alleviate bugs and troubleshoot issues Analyzed solutions and coding fixes for software problems Designed and implemented development and testing tools with Optimized system performance by making proactive adjustments and resolving bugs Developed creative new solutions Education Master of Science African Institute of Administration And Business - Lome, TG July 2012 Skills Information Technology, It Specialist, Help Desk, Desktop Support Assessments Basic Computer Skills: PC Expert July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/lrpznaakpjo8bygv Customer Focus & Orientation Highly Proficient July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/imju5s8ab8kc4to4 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information SKILLS Operating system deployment

Strong analytical skills Microsoft windows and office Technical support UNIX/LINUX Data analysis
Issue resolution

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