RAKOTONIAINA HARRY YVES

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COORDINATOR OF IT AND APPLICATION SUPPORT

OBJECTIVE

As an autonomous and rigorous IT and Application Support Coordinator, I am eager to leverage my skills in support management and process optimization to benefit your company, while also developing my expertise.

LANGUAGES

French: Intermediate | **English**: Intermediate | **Malagasy** : Native

SKILLS

IT Support skills

- Operating System Management (Windows, Linux)
- Ticket management (GLPI*) and incident Management
- IT equipement maintenance
- Technical support and user assistance
- Active Directory Management
- Microsoft ES 365 administration
- IT hardware configuration and deployement

Application skills

- Desktop application: ES 365
- Database
  SQL/Mysql,PostgreSQL,Informix.
- **Programming languages:**
  HTML5, CSS3, JS (Vue.js*,MDB).
  Python (Django*,Flask), Git.
- Bash scripting, Powershell

PROFESSIONAL EXPERIENCE

BGFIBank Madagascar | April 2024 au March 2025.

IT and Telecompensation support officier

- Providing daily support and assistance to users..
- Administering Active Directory accounts and the Microsoft 365 portal.
- Responsible for telecompensation.
- Configuring printers and deploying new machines.
- Incident management and ticket resolution.
- Technical support and user assistance.

Application Support (Replacing resigning employees)

- Processing Multiple Transfers
- Amplitude Bank Support
- Development and management of bank directories.
- Application server administrator (directory, SMS Banking).

Mada-Marketing Call-Center| November 2022 au February 2023

 IT Assistant

 User assistance and support.

 Deployment and configuration of new machines.

 Maintenance of IT equipment.

 Linux system administrator.

Help on M1COM Print| September 2020 au March 2022

 IT Support

 Maintenance of IT equipment.

 Helpdesk support technician.

Rxl-Advisory| October 2022 au November 2022

 Intern: Helpdesk support and Sympfony (php) developer.

Compagnie Assurance Aro | Avril 2022 au Juin 2022

 Developer Intern

- Development of the company's document catalog application

    Language used: Python with framework Django

    Database: PostgreSQL with GIT tools

EDUCATION

Online Training: Certificate of Completion for Advanced Technical SQL
November 2024 - February 2025 | Codefinity

English Training: Certificate of Enrollment for Courses
January 2024 - February 2024 | Antananarivo, Madagascar
ITTI (Internationale TEFL/TESOL Training Institute)

Bachelor's Degree: Computer Science, Risk and Decision
2021 - 2023 | Antananarivo, Madagascar
ESMIA (Higher School of Management and Applied Computer Science)

Certificate of Completion: Web Development
2019 - 2020 | Antananarivo, Madagascar
ESTIIM 67Ha (cecam)

High School Diploma: General Education
2017 - 2018 | Antananarivo, Madagascar
LPR (Lycée Privé Ranaivosoa)

INTERESTS

Activity: Hiking, Playing video games, Surfing.

Development: 3D Modeling, Coding, learning new technologies.