

# GERMAIN AKENJI CHI

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## SUMMARY

Dedicated, hardworking and highly motivated computer Science graduate with about 3 years of proven Information Technology, leadership and organizational skills. Currently seeking to apply my abilities and skills in a way that is mutually beneficial to both myself and employer thereby allowing for future growth and advancement.

My goal is to earn a position as a contributing member of a highly motivated web design team, Striving to build robust, creative, and purpose-built applications that exceed client and employer expectations.

## SKILLS PROFILE

- **Computer Software & Language:** C, Javascript, Angular js and Ionic Framework, Bootstrap, Foundation, Lansweeper, Bomgar, Microsoft Exchange Admin, Kaseya, Microsoft CRM, Team viewer, Library connect devices, API, liber8connect, quick connect, java, MATLAB, Back end Development, Front end developer, Microsoft Azure cloud computing, HTML, CSS.
- **Relevant Coursework:** Programming (C, Javascript, Angular js and Ionic), Algorithms and Data Structures, Network Architecture, Communications Protocols, Digital Signal Processing, Software Engineering, Operating Systems, Database systems, Morphological Filters, Coding Theory, Internet Technologies, Web Design
- **International experience:** International residence and travel, proficient in French language

## EDUCATION & TRAINING

**University of Information Science and Technology, "Saint Paul the Apostle."**

*Bachelor of Science*

**Ohrid, Macedonia**

*October 2012- January 2017*

GPA: 3.2/4.0

- Concentration: Communication Networks and Security
- Thesis: Morphological Cancellation of Binary Noise ParticleUtilization of image software and morphological operations to cancel noise effects on an image
- Coding Bootcamp at the University of Minnesota, studying Full Stack web designing Projected:- May 2020

## PROFESSIONAL EXPERIENCE

**MAXIMUS**

*IT Tech Support*

**St. Paul, MN**

*November 2018-Present*

- Knowledge of systems software sufficient to determine if a malfunction is in the hardware or in the software
- Analyze code to find and correct problems, .
- Develop and maintain integrations, feeds and related batch processes
- Edit configuration code lines to better adopt to clients' specification
- Using Lansweeper for network and server management for some software applications.
- Provide application support for newly developed applications and provide feedback to developers.
- installing and deploy Windows based computers
- Control VDI environment granting access and creating user accounts.
- Writing and creating documentation for knowledge base and new employee training.

**BIBLIOTHECA**

*IT Support Specialist*

**Oakdale, MN**

*June 2018-Present*

- Troubleshoot and develop technical solutions related to software and system errors for field engineers, technicians and customers
- Write and implement scripts to optimize functionality of systems
- Monitor devices' performance using library connect for device status, provide permissions, create organizations and reconfigure software settings
- Maintain systems capability by testing computer components
- Maximize use of hardware and software by training users, interpreting instructions, answering questions
- Place hardware and software into production by establishing connections, and entering necessary commands

- Assisted university students, faculty, and employees with varying problems with their PC, Mac, or Linux system via telephone, e-mail, or walk-ins to university IT help desk
- Worked with other student workers to wipe, rebuild, and install specific software, hardware, and or operating systems for laptops and desktops

**Societe Nationale de Raffinage SA (SONARA) Limbe, Cameroon** *Information Technology Security Consultant Intern* *June - October 2012*

- Planned and performed security measures to prevent breach and access to computer systems and data from external sources
- Maintained computer systems with latest technologies, installed and updated firewall systems to prevent unwarranted access

**AWARDS & RECOGNITIONS**

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| • Organization of American States (OAS) <b>Scholarship Recipient</b>                         | 2012-2017 |
| • CodeFest <b>Participant</b> on behalf of University of Information Science and Technology. |           |
| • Ace Award Winner and the Golden Wrench Award   | 2020      |

**LEADEARSHIP AND COMMUNITY INVOLVEMENT**

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|---|-----------|
| • International Student Organization <b>President</b>                 | 2015-2017 |
| • Red Cross Ohrid Macedonia <b>Volunteer</b>                          | 2016-2017 |
| • Cultural Exchange Program Summer Work and Travel <b>Participant</b> | 2015–2016 |
| • University of Information Science & Technology <b>Student Tutor</b> | 2013-2017 |