

# Etienne Gwiavander Lakiebukeh

Gwiavanderetienne2@gmail.com • Bamenda, Cameroon • [LinkedIn](#)

## SUMMARY OF QUALIFICATIONS

Success-driven, results-focused, and adaptable M365 Technical Advisor skilled in computer systems, troubleshooting, managing support staff and providing exceptional customer service.

### CORE STRENGTHS

- Customer service
- Help desk ticketing systems
- Office 365 management
- Troubleshooting systems
- Active directory user management
- Windows 10 administration

### TECHNOLOGY PROFICIENCIES

<b>Networking</b>	LAN, WAN, WI-FI, TCP/IP, DHCP, DNS
<b>Operating systems</b>	Windows 10, Servers 2016,2019
<b>Desktop Applications</b>	Microsoft Office 365 applications and third-party desktop applications
<b>Ticketing Systems</b>	ServiceNow, Cloud Spiceworks, ServiceDesk Plus
<b>Programming languages</b>	JavaScript, Python, SQL, HTML, CSS, REACT.js and VUE.js
<b>Remote/Shadowing</b>	Zoom, Remote Assistance, Remote Desktop Connection
<b>Security</b>	Windows Firewall, Windows Defender, Anti Malware, VPN, Proxy Server
<b>Certifications</b>	IBM IT Support Professional Certificate, CompTIA A+ (currently ongoing)
<b>Other Skills</b>	Technical training, Troubleshooting printers, mobile devices, and familiarity with Mac OS and Linux systems

## TECHNICAL EXPERIENCE

### IT Support Engineer | Integrations team lead

INSWITCH • Montevideo 09/2023 – Present

- Promoted to the integrations team to act as the first line of support interacting with the company's B2B customers and providing technical assistance and guidance.
- Integrated customers to use various APIs and ensured the compatibility and functionality of the systems and networks.
- Resolved and followed up tickets from Jira, reported issues with Zendesk, and communicated with customers and internal teams to provide timely and effective solutions.

- Troubleshoot system issues on the servers, navigated the logs to find customer issues, and configured servers, crontab, and data pipelines using Apache Nifi.
- Demonstrated excellent communication and customer service skills, as well as a strong knowledge of IT systems and tools.

## IT Support Engineer

INSWITCH • Montevideo 05/2022 - 09/2023

- Provided technical support and maintenance for the company's products and services, such as mobile banking, ecommerce, and digital payments.
- Also Provided technical support and assistance to customers, partners, or internal teams on Microsoft 365 issues and queries
- Handled customer inquiries and complaints via phone, email, chat, and social media, and resolved issues within SLA targets.
- Escalated complex or urgent issues to senior engineers or managers, and followed up until resolution.
- Performed onboarding and training for new employees, and shared best practices and feedback with the team.
- Contributed to the improvement and documentation of the support processes and procedures.
- Created user accounts and updated user credentials for members of different teams.

## Jobskillshare Platform

2021 – present

Member

- Create and manage technical documentation for other JSS members.
- Research and develop knowledge base articles for IT support skills on LinkedIn.
- Supported and maintained effective relationships with other members.
- Strong knowledge of client and server systems using Active Directory and Domain Controllers.
- Tracing and reviewing important account information in Office 365.
- Develop and deliver technical presentations, demos, or workshops on Microsoft 365 features and benefits

## ACADEMIC QUALIFICATIONS

---

[Master's Degree in Mechanical Engineering](#) / Higher Technical College, University of Bamenda, Cameroon

[Bachelor of Engineering in Agricultural and Environmental Engineering](#) / College of Technology, University of Bamenda, Cameroon

## IT CERTIFICATION & SKILLS DEVELOPMENT

*Help Desk Support Technical Skills V1.0 / Jobskillshare Platform*

*Help Desk Ticketing Systems V1.0 / Jobskillshare Platform*

*Office 365 Administration / Jobskillshare Platform*

*MD100-101 Client Pro / TestOut Platform*

### References

**JAVIER SARASUA**, Manager at Inswitch (+598) 98 901 543

**MICHEL RIVAS**, Service Builder team lead Inswitch (+598) 98 286 307