

# Etienne Gwiavander Lakiebukeh

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• Bamenda, Cameroon

• [LinkedIn](#)

## SUMMARY OF QUALIFICATIONS

Success-driven, results-focused, and adaptable Software Engineer and Support Engineer skilled in developing enterprise-level cross-browser responsive applications, testing and debugging, computer systems, troubleshooting and providing exceptional customer service.

## CORE STRENGTHS

- Customer service
- Help desk ticketing systems
- Troubleshooting systems
- Front-End Development
- Technical Architecture & Design
- Collaboration & Communication

## TECHNOLOGY PROFICIENCIES

<b>Networking</b>	LAN, WAN, WI-FI, TCP/IP, DHCP, DNS
<b>Operating systems</b>	Linux, Windows 10, Servers 2016,2019
<b>Desktop Applications</b>	Microsoft Office 365 applications and third-party desktop applications
<b>Ticketing Systems</b>	Jira, ServiceNow, Cloud Spiceworks, ServiceDesk Plus
<b>Programming languages</b>	JavaScript, Python, SQL, HTML, CSS
<b>Web Development Frameworks</b>	React, Next, Material UI, Tailwind CSS, Bootstrap and I am currently learning Django
<b>Database Management</b>	MySQL and MongoDB
<b>Security</b>	Windows Firewall, Windows Defender, Anti Malware, VPN, Proxy Server
<b>Certifications</b>	IBM IT Support Professional Certificate, CompTIA Security+ (currently ongoing)
<b>Other Skills</b>	Agile Methodologies, Security, SEO, Technical training, Troubleshooting printers, mobile devices, and familiarity with Mac OS and Linux systems

# TECHNICAL EXPERIENCE

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## Full Stack Developer | CTO

**Fluentile LLC. Colorado 06/2024 – Present**

- Strategic planning, team management, and technical implementation of specific features and functionalities.
- Making high-level decisions regarding feature implementation and architecture.
- Collaborate effectively with other developers, designers and product managers.
- Debug and fix any issues that arise and conduct thorough testing to ensure code quality and functionality.

## IT Support Technician

**GAOTek Inc. • Internship • Toronto 02/2024 – 06/2024**

- Provide technical assistance and troubleshooting to customers and clients who use the company's e-commerce platform, payment solutions, or other fintech products and services via phone, email, or chat
- Test, debug, and maintain the quality and performance of the company's e-commerce and applications using various tools and methods.
- Collaborate with other teams and departments within the company, such as developers, designers, marketers, sales, or finance, to provide feedback, suggestions, or solutions for improving the company's e-commerce and fintech offerings

## IT Support Engineer | Integrations team

**INSWITCH • Montevideo 09/2023 – 12/2023**

- 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 ensure the compatibility and functionality of the systems and networks.
- Resolved and followed up on 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, e-commerce, 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-based articles on LinkedIn for IT support skills.
- 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*

*Developing AI Applications with Python and Flask IBM*

*Introduction to Agile Development and Scrum IBM*

*Introduction to software Engineering*

*Introduction to DevOps by IBM*

*Introduction to Cloud Computing IBM*

## **References**

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

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