TOJONIRINA HASINIAINA ELIE JOSEPH MARCELLIN

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257 Amwaj Island , Muharraq
Bahrain

Summary

Dynamic and motivated individual with strong customer service skills. Known for creating enjoyable experiences, building positive relationships with clients, and adapting quickly to new challenges. Enthusiastic about delivering exceptional service and contributing to a welcoming environment.

Skills

- ReactJs / JavaScript / Node.js
- UI/UX Design
- Linux
- TCP/IP, DNS, DHCP, ICP
- Database Management
- Network Troubleshooting
- Problem-Solving
- Teamwork
- Multitasking
- Adaptability
- Customer Service
- Learning Agility
- Autonomous
- Excellent customer service
- Inventory and stock management

languages

English : Fluent

French: Fluent

German : Basics

Malagasy : Native

Experience

Internship Trainee - Food & Beverage   Jul 2024 – Dec 2024
Address Beach Resort - Bahrain

- Assisted in preparing and serving beverages, including mocktails, cocktails.
- Provided excellent guest service by meeting preferences
- Supported daily operations by restocking supplies and maintaining cleanliness
- Operated and troubleshot Micros and POS systems for order processing
- Collaborated with the team to ensure smooth service during peak hours
- Handled guest inquiries and resolved issues
- Managed stock levels and restocking needs
- Attended F&B training sessions
- Suggested premium beverages to enhance guest experience
- Followed health and safety regulations in food and beverage preparation

Full Stack Web Developer Intern   Mar 2023 – Nov 2023
Ministry of Interior and Decentralization

- Conducted IT maintenance tasks, including hardware and software configuration, as well as installation and management of systems.
- Administered and troubleshot local area networks (LAN) to maintain smooth connectivity.
- Performed thorough testing (unit and integration tests) to identify and fix bugs.
- Documented development processes and provided training to end us

Technical Support Agent – ADSL   Jun 2021 – Dec 2021
Intelcia , SFR France

- Provided technical support and assistance via phone, email, and chat.
- Educated customers on SFR products, services, and features.
- Documented customer interactions and resolutions in the CRM system.
- Created tickets during generic incidents to facilitate quick resolution.

Education

Bachelor of Science   Mar 2020 – Nov 2023
IS-INFO University

Bachelor's degree in computer science

High School Degree   2018
Collège Saint Philippe et Jacques

Technical Baccalaureate in Management and Accounting

Vocational Studies Diploma   2017
Collège Saint Philippe et Jacques

Management and Accounting