Tojonirina Hasiniaina Elie Joseph Marcellin

IT Helpdesk | Web Developer | Professional Management

📞 + 261 33 02 023 75 @ tnr.hasiniaina@outlook.com 🔗 https://hasiniaina.vercel.app 🔗 +973 3828 9186

📍 Madagascar

SUMMARY

I am a dynamic and results-driven IT professional with experience in technical support, troubleshooting, and multitasking. I excel at creating innovative solutions, presenting IT services and building strong partnerships with clients. I am dedicated to delivering exceptional service while contributing to business growth

EXPERIENCE

Freelance Microtasker

Self-Employed   📅 05/2024 - 12/2024

- Maintained and updated e-commerce, healthcare, and education websites to ensure smooth performance and a seamless user experience.
- Added new features to web applications to improve functionality.
- Fixed bugs and troubleshooted issues to optimize performance and enhance user satisfaction.
- Designed custom logos and branding materials, helping businesses create a professional and unique identity.
- Collaborated with clients to understand their vision and deliver the final product as per their requirements.

Full Stack Web Developer Intern

Ministry of Interior and Decentralization   📅 03/2023 - 11/2023   📍 Madagascar

- Designed and developed RESTful APIs using Node.js and Symfony to ensure seamless integration between software systems, enabling efficient data exchange.
- Built dynamic and responsive user interfaces with React.js, applying responsive design principles to ensure optimal functionality across all devices
- Managed PostgreSQL databases, ensuring data integrity and optimal performance for web applications.
- Performed IT maintenance tasks, including hardware and software configuration, system installation, and management.
- Administered and troubleshot local area networks (LAN) to ensure consistent connectivity and minimal disruptions.
- Maintained the ministry's server, ensuring stability, security, and troubleshooting any issues.

Technical Support Agent – ADSL Services

Intelcia   📅 06/2021 - 12/2021   📍 Madagascar

- Provided technical support and assistance to customers via phone, email, chat, addressing issues related to ADSL services.
- Maintaining accurate records of customer interactions and technical support issues using ticketing systems such as Jira.
- Educated customers on SFR products, services and features, ensuring they had a clear understanding of available options.
- Documented customer interactions and resolutions in the CRM system to maintain accurate records.

VOLUNTEERING

Communication Member

Association Titanium Madagascar   📅 2024

Youth Awareness Advocate

Volunteer

CliMates Madagascar   📅 2024

Climate Action Advocate

EDUCATION

Bachelor's degree in Computer Science

IS-INFO University

📅 2020 - 2023
📍 Madagascar

High School Degree in Management and Accounting

Collège St Philippe et Jacques

📅 2015 - 2017
📍 Madagascar

Vocational Studies Diploma in Management and Accounting

Collège St Philippe et Jacques

📅 2017
📍 Madagascar

SKILLS

ReactJs/Node.js   JavaScript   Python

RESTful APIs   UI/UX Design   PHP/Symfony

Linux   Micros   TCP/IP, DNS, DHCP, SSH

MS Office   Jira   Database Management

Hardware Troubleshooting   Networking

Software Troubleshooting

Problem-Solving   Multitasking

Adaptability   Teamwork

Customer support   Remote Support

Incident Management   Autonomous

CERTIFICATION

Laravel Development

Created a fully functional E-Commerce web application using Laravel, enhancing skills in backend development and web application design.

LANGUAGES

Language	Level	
English	Native	●●●●●
French	Native	●●●●●
German	Advanced	●●●○○