

Tojonirina Hasiniaina Elie Joseph Marcellin

IT Helpdesk | Web Developer | Professional Management

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Madagascar

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SUMMARY

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

EXPERIENCE

Internship - F&B

Address Beach Resort

07/2024 - 12/2024 Al Muḥarraq, 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 troubleshooted 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

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 troubleshooted 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 of Science 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	UI/UX Design
PHP/Symfony	Python	RESTful APIs
Linux	Database Management	
TCP/IP, DNS, DHCP, SSH		Micros
Network Troubleshooting		Computer Hardware
Software Troubleshooting	Jira	MS Office
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

English Native	●●●●●
French Native	●●●●●
Malagasy Native	●●●●●