Tojonirina Hasiniaina Elie Joseph Marcellin

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SUMMARY

Skilled digital professional with experience in multitasking, technical support and problem-solving. I specialize in creating innovative digital solutions, improving systems, and enhancing user experiences. I excel in fast-paced environments, balancing multiple tasks efficiently while delivering high-quality results. I'm passionate about using technology to solve challenges and help businesses succeed.

EDUCATION

IS-INFO - Madagascar   March 2020 - Nov 2023
Bachelor of Science
Related Coursework: Database Systems, Computer Science, Operations Management, Management, Software Development , Information Technology

Collège St Philippe et Jacques - Madagascar   Oct 2015 -Jul 2017
High School Degree
Related Coursework: Management and Accounting

Collège St Philippe et Jacques - Madagascar
Vocational Studies Diploma   Oct 2016 - June 2017
Related Coursework: Management and Accounting

EXPERIENCE

Freelance   Jul 2024 - Dec 2024
Microtasker

- Enhanced the functionality of e-commerce, healthcare, and education websites by maintaining and updating features regularly to achieve a 30% increase in user satisfaction ratings across all platforms.
- Added new features to web applications to improve functionality.
- Identified and fixed bugs, such as broken links, formatting issues and responsive design flaws, to enhance website performance and ensure a seamless user experience across devices.
- Designed custom logos and branding materials, helping businesses create a professional and unique identity.
- Assisted clients in testing new features and functionalities, providing feedback and making adjustments to ensure smooth implementation.
- Collaborated with clients to understand their vision and deliver the final product as per their requirements.

Ministry of Interior and Decentralization , Madagascar   March 2023 - Nov 2023
Full Stack Web Developer Intern

- 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.
- Diagnosed and resolved connectivity issues within local area networks (LAN) across two office locations
- Maintained the ministry's server, ensuring stability, security and troubleshooting any issues.

EXPERIENCE

Freelance
Jan 2022 - Feb 2023

E-Commerce Product Lister

- Maintained and updated product listings for online stores, ensuring accurate descriptions, high-quality images and proper categorization to enhance the customer shopping experience.
- Improved product visibility by incorporating SEO best practices into titles, descriptions and tags, resulting in increased organic traffic and sales.
- Organized and updated product catalogs across multiple e-commerce platforms, such as Fnac, Etsy and Walmart Marketplace, ensuring consistency in product information and stock levels.
- Collaborated closely with clients to align product listings with their branding and business goals, delivering tailored solutions on time.

Intelcia , Madagascar
Jun 2021 - Dec 2021

Technical Support Agent – ADSL Services

- Provided multilingual technical support (French & English) via phone, email and chat for ADSL services, troubleshooting connectivity and performance issues.
- Maintained and updated records of customer interactions, technical issues and resolutions using Jira and CRM systems.
- Educated customers on SFR products, services, and features, ensuring clear understanding and optimal usage.
- Consistently met and exceeded KPIs for response and resolution times, enhancing customer satisfaction.
- Diagnosed and escalated complex technical issues to higher-level support teams, ensuring swift resolution.
- Assisted in managing and prioritizing support tickets during high-demand periods, optimizing workflow efficiency.
- Provided feedback to product and engineering teams based on recurring customer issues, contributing to service improvements.
- Guided customers through step-by-step troubleshooting, ensuring minimal downtime and increased retention.

SKILLS

Programming Languages: Php, Python, JavaScript, HTML
Frameworks & Libraries: Symfony, jQuery, Express.js, Bootstrap, ReactJs , Tailwind CSS
Database Management: MS SQL Server, MySQL, PostgreSQL, MongoDB
Networking & IT Support: LAN/WAN Configuration, System Maintenance & Updates , Networking, Helpdesk Support , Troubleshooting (Hardware & Software) , Windows & Linux Administration
Soft Skills :

- Problem-Solving
- Multitasking
- Adaptability
- Teamwork
- Customer support
- Remote Support (Jira, CRM, Ticketing)
- Incident Management
- Autonomous
- Sales & Upselling
- Product Knowledge & Recommendation

LANGUAGES

- French, English, Malagasy **(fluent)**
- German, Arabic **(basic proficiency)**

CERTIFICATIONS

Laravel Development Certificate
June 2022

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

Javascript Training Certificate
Feb 2025

- This training covered essential skills, including DOM manipulation, event handling and building dynamic and interactive web interfaces.

VOLUNTEERING

Communication Member   Feb 2024

Association Titanium Madagascar
- Youth Awareness Advocate

Volunteer   April 2024

CliMates Madagascar
- Climate Action Advocate