Jean-Pierre Caleb GBEDJISSI – CV

Address	Abuja, Nigeria	**Mobile**	+234 8140975235 / +229 66122572
E-mail	jeanpierrecaleb@gmail.com	**Linkedin**	linkedin.com/in/jeanpierregbedjissi/
Portfolio	github.com/jeanpierrecaleb		

SUMMARY

With a background in IT support engineering and system administration, now seeking a role in Information Technology (IT) administration. Holding a university degree in IT along with certifications such as the CompTIA A+ among others. Having over four years of experience in operating systems, troubleshooting, computer networking, customer service, web conception, ensuring system reliability and performance.

CERTIFICATIONS

Comptia A+, Google IT Support Professional, Windows Server, AWS Cloud Practioner
(By CompTIA, Google, LinkedIn Learning, AWS respectively,)

UML, Cisco Network Technician, Virtual Assistant (VA)
(Openclassroom, Cisco, ALX)

CCNA1 Certificate of course completion, Linux System administration
(Udemy, LinkedIn Learning)

Skills

Operating System : Linux (Ubuntu), Windows 10, Windows Server, MacOS, Android
Networking : DHCP, IP, DNS, Powershell, Directory, Active Directory, Subnetting
Programming Language : HTML, CSS, PHP, Laravel, Python
Softwares : Microsoft Office, Latex, VirtualBox, Vmware, Packet Tracer, TeamViewer, Putty, Git
Databases/Cloud : MySQL, SQLite, PostgreSQL, AWS (EC2, S3, RDS, DynanoDB, Terraform, etc.), DevOps (Ansible, Jenkins, Kubernetes, Selenium, Nagios)
Known domain : System and network administration, Cloud computing, virtualisation, surveying
Soft skills : Self learning, Perseverance, Team Work

Education

2023-2024	Training in Cloud Engineering - Azubi Africa, Ghana (Online)
2016-2018	Master in IT - Institut de Formation et de Recherche en Informatique (IFRI), Bénin
2015-2016	Bachelor degree in Computer Science - IFRI, University of Abomey-Calavi, Calavi
2011-2014	Bachelor in English - Faculté des Lettres, Art et Sciences Humaines (FLASH), Bénin
2011-2015	Preparing classes - Faculté des Sciences et Techniques (FAST), Calavi, Bénin
2011	Baccalaureate D - CS Le Savoir, Calavi

Experiences

Jan 2022 - May 2023   Ecowas commission, Nigeria
IT Assistant | Digital ICT Specialist

- Conducted daily operations and systems support for the IT Department across all offices and racks resulting in a 12% increase in the number of issues resolved

- Set up new computers and integrate them into the domain while simultaneously providing a solution to IT issues

- Analyzed and convert the needs of 11+ users into technical processes

- Implemented 50+ web interfaces and databases showcasing knowledge of web development technologies

- Delivered technical support for over 15 virtual and hybrid conferences and presentations ensuring participants satisfaction

Feb 2021 - African Parks Network
Jan 2022 *Information Technology Assistant | Technical Support*

- Ensured the smooth running of computer systems, routers, switches, internet and users derive maximum benefits from their IT tools

- Planned and undertook scheduled maintenance upgrades

- Facilitated new installations and remote access to hardware for fixing

- Evaluate connectivity issues, equipment, software, and hardware and other ones that occurred in person, remotely and via phone resulting in a 20% increase in end-user satisfaction

- Carried out and followed up over 50 work plans, projects and over purchases

- Designed Surveys using tools like survey123 and performed other tasks

Feb 2020 - Art creativity, Benin
Jul 2020 *Web developer & IT Assistant*

- Conceived and modeled 10+ users' scenarios into diagrams

- Created 30+ web interfaces and tables within databases

- Delivered technical assistance and guidance to over 40 users and clients

- Identified and addressed 40+ IT issues that occurred the company

Oct 2018 - SPTIC, Abomey-Calavi University, Benin
Feb 2020 *System and Web administrator | IT Help Desk*

- Monitored points of presence and resolved IT issues in a timely manner that led to a 15% increase in productivity

- Offered technical assistance for system, network and web related questions and issues like BEC and OKAPI to over 20 end-users

- Drafted, programmed, and developed 20+ responsive and user-friendly websites' pages using modern web technologies

Center of interest or Hobbies
- **Sport : Basketball, football**
- **Music : Piano, Traditional**
- **English Clubs & Wild Documentaries**