

JEAN-PIERRE GBEDJISSI

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IT Engineer with over 4 years of experience in managing, maintaining, and troubleshooting computer systems and websites. Skilled and 3x certified in Information Technology (IT), cloud computing and programming. Seeking a position in Information Technology to provide technical support, troubleshoot computer-related issues, and contribute to the organization's goals.

CERTIFICATIONS

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|---|------|
| • Comptia A+ | 2023 |
| • AWS Cloud Essentials | 2023 |
| • System Administration – by Wootlab with Microsoft | 2023 |
| • AWS Cloud Practitioner | 2022 |
| • Cisco Networking Essentials | 2021 |

SKILLS & OTHER

Operating system: Linux (Ubuntu), Windows 10, Windows Server, MacOS, Android and iOS

Networking: DHCP, IP, DNS, Active Directory, Directory, Subnetting

Programming languages: Python, Laravel, HTML, CSS, PHP

Software: Microsoft Office, Latex, VMware, Survey 123, Google workspace, TeamViewer, OKAPI, Git

Databases: MySQL, SQLite, PostgreSQL

Other domain: Virtualization, System administration, Cloud computing

Soft skills: Creativity, Team Work

PROFESSIONAL EXPERIENCE

ECOWAS, Abuja, Nigeria

01/2022 – 05/2023

IT Assistant | Digital ICT Specialist

- Offer daily operations and systems support to IT Department across all our sales/purchasing outlets resulting in a 12% increase in the number of issues resolved
- Setting up of computer LAN/WLAN for new outlet while providing solution to IT matters concurrently.
- Analyze and convert the needs of 11+ users into technical processes
- Assist to write and revise training manuals and reports for analysis
- Implement 50+ web interfaces and databases
- Installing, upgrading and configuring 30+ computer hardware, software, systems, networks, printers and scanners and other devices
- Technical Support for over 15 Virtual and hybrid conferences

African Parks, Kandi, Benin

02/2021 – 01/2022

Information and Communication Technology Assistant

Responsible for the smooth running of computer systems, routers, switches, internet and ensure users get maximum benefits from them across board

- Planning and undertaking scheduled maintenance upgrades.
- Facilitated new installations and remote access to hardware for fixing

- Diagnosed and Troubleshooted hardware, software and other issues in person, remotely and via phone. that occurred resulting in a 20% increase in end-user satisfaction
- Followed up different plans, projects and over 50 purchases
- Designed Surveys using tools like survey123 and other tasks

Art Creativity, Abomey-Calavi, Benin

02/2020 – 07/2020

Web developer and IT Assistant

- Conceived and modeled 10+ user scenarios into diagrams
- Created 30+ web interfaces and tables within databases
- Offered technical assistance and guidance to over 40 users and clients
- Identified and addressed 100+ IT issues that occurred the company

Abomey-Calavi University, Calavi, Benin

11/2018 – 02/2020

Information Technology Intern / IT Helpdesk

- Monitored points of presence and resolved IT issues in a timely manner that led to a 15% increase in productivity
- Provided technical assistance for system, network and web related questions and issues like BEC and OKAPI to over 80 end-users
- Drafted, programmed, and developed responsive and 20+ user-friendly websites' pages using modern web technologies

EDUCATION

Azubi Africa, Online, Ghana

2023-2024

Cloud Engineer training

ALX, Online, Ghana

2022

Virtual Assistant training certificate

Université d'Abomey-Calavi, Abomey-Calavi, Benin

2016-2018

Master of Computer Science, Major in Information Systems and Computer networks

LANGUAGES

- French (C2)
- English (B2)