David Mboli-Idie

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Professional Summary

Bilingual IT Technician with over two years of experience in IT systems support and troubleshooting. Proficient in Active Directory, Azure, and LAN/WAN networking. Dedicated to delivering exceptional IT service and optimizing technical infrastructure to align with organizational objectives.

Skills

- IT troubleshooting and documentation.
- Windows environment (Active Directory, Group Policy Objects).
- Linux Administration and Bash scripting.
- Hardware installation and maintenance.
- Excellent interpersonal and customer service skills.
- LAN/WAN networking (TCP/IP).
- Cloud administration (Azure, AWS).
- Python programming for automation.
- Proactive IT systems management.
- Teamwork and collaboration.

Work History

IT Technician, 12/2022 to Current

Transport Canada – Ottawa, ON

- Installed and maintained computers and software, ensuring secure and efficient system operations.
- Provided in-person and remote support to resolve VPN, email, and device issues.
- Managed user accounts and access policies for over 500 employees through Active Directory and Azure Portal.
- Diagnosed and fixed hardware and software problems for laptops, desktops, and mobile devices.
- Utilized BeyondTrust and other tools to deliver effective technical support.
- Monitored system logs to identify and address potential issues before escalation.
- Resolved connectivity issues, restoring user access to networks and cloud storage.
- Improved IT support efficiency, creating detailed documentation for common issues and solutions.

LAN Helpdesk Technician, 09/2022 to 12/2022

Courts Administration Service – Ottawa, ON

- Responded to help desk requests, quickly resolving technical issues to reduce downtime.

- Configured and deployed computers, printers, and mobile devices for end users.
- Assisted with Citrix Workspace setup and Entrust security token configurations.
- Maintained IT inventory and repaired peripheral devices.
- Analyzed recurring technical issues to prevent future disruptions.
- Performed troubleshooting and diagnosis on malfunctioning equipment.
- Completed complex repairs quickly by leveraging strong diagnostic skills and attention to detail.
- Increased customer satisfaction with prompt and knowledgeable support for various technical issues.
- Conducted root cause analyses for recurring technical issues, minimizing future disruptions.

Desktop Support Technician, 09/2021 to 04/2022
Transport Canada – Ottawa, ON
- Used IT Service Management tools (SMGS and BMC Remedy) to log and resolve tickets.
- Managed permissions, network accounts, and password resets in Active Directory.
- Escalated complex tickets to Shared Services Canada (SSC) or team leaders for resolution.
- Maintained and updated IT equipment inventory using BMC Remedy.
- Provided technical support and guidance to end users onsite and remotely.
- Installed and upgraded hardware and software per Transport Canada standards.
- Supported IT operations via phone, onsite visits, and remote tools like Bomgar.
- Followed up with clients to confirm issue resolution.

Education

Associate of Science: Computer Systems Technician - Networking, 08/2022
Algonquin College - Ottawa, ON

Certifications

- Microsoft Certified: Azure Fundamentals - License - Earned on: January 21, 2024.
- Currently pursuing: Microsoft Certified: Azure Administrator Associate (AZ-104), expected completion by March 2025.

Additional Information

- Valid Class G driver's licence.
- Hold Secret Clearance.
- Bilingual: Fluent in English and French.
- Proficient in managing AWS and Azure cloud environments.
- Committed to continuous learning and professional development.