CHARGE INTEGRATION IT

ASSI MAC-ARMEL CHRISLAIN

Abidjan
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Compétences

Sécurité Informatique - Management de projet - Développement Web
Helpdesk Support - Développement Web - Autodidact

Experience

Wave Mobile Money / IT Helpdesk Support
DECEMBER 2021 - PRESENT, ABIDJAN

- Troubleshooting and being the point of contact for tools as we rapidly scale our business in CI.

- Work with the IT team to monitor and maintain internet access at the office to ensure 99.9% uptime, including liaising with external suppliers.

- Ensure everyone in the office has access to the tools that they need to do their role.

- Support onboarding to ensure employees are set up with the IT equipment and tools that they need.

- Ensure employees are set up on the correct hardware for their job.

- Participate in various IT projects to develop the business.

- Maintain the database of all computer equipment.

- Check and upgrade invoices related to the department.

- Resolve ongoing incidents and queries.

- Install, configure and administer ICT systems.

- Raising awareness on computer security

A.P. Moller – MAERSK / IT Technician Support
OCTOBER 2020 - NOVEMBRE 2021, ABIDJAN

- Maintain the database of all computer equipment

- Check and upgrade invoices related to the department.

- Drafting of monthly briefing notes.

- Resolve ongoing incidents and queries.

- Install, configure and administer ICT systems.

- Raising awareness on computer security.

- Participate in the implementation and execution of IT projects.

- Take responsibility for responding to requests for services provided remotely but requiring a physical presence on site, working proactively with the remote support teams.

- Managing the SMS-Affaire platform.

A.P. Moller – APM TERMINALS / IT Assistant
JANUARY 2018 - OCTOBER 2020, ABIDJAN

- Helpdesk

- Helping to reduce costs

- Ensure that the local server is working properly

- Resolve ongoing incidents and queries

- Install, configure and administer ICT systems

- Make users aware of the risk of intrusion

- Conducting user training sessions

Education

Institut Technique d'Abidjan / Licence Professionnelle
2019, ABIDJAN

Ecole Supérieure d'Informatique et de Gestion (ESIGE) / BTS
2016-2018, ABIDJAN

Lycée de garçons de Bingerville / BACCALAURÉAT série D
2015-2016, BINGERVILLE

Lycée de garçons de Bingerville / BACCALAURÉAT série A1
2014-2015, BINGERVILLE

Training

- **AGILE SCRUM / O'reilly**
- **ITIL 4 / O'reilly**
- **PRINCE 2 / O'reilly**
- **JAVA / OpenClassroom**
- **NETWORK SECURITY EXPERT 1,2 & 3 / Fortinet platform**
- **PYTHON / OpenClassroom**
- **POWER BI / Microsoft platform**
- **MICROSOFT AZURE / Microsoft platform**
- **OFFICE 365 / Microsoft platform**
- **OFFICE SUITE / Google platform**
- **HTML 5, CSS3, PHP, MYSQL, PhpMyadmin / OpenClassroom**

Certifications

- **NETWORK SECURITY EXPERT 1 & 2 / Fortinet platform**
- **HTML 5, CSS3, PHP / OpenClassroom**

Ref

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