Ayefouni Miloud Lufranc, Kousse Akodjo

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SUMMARY

Dedicated and detail-oriented professional with over 2 years of IT experience in programming. Leveraged a diverse skill set in HTML, CSS, JavaScript, Python, and Java to consistently contribute to successful IT project outcomes. Passionate about technology's transformative power and fueled by the pursuit of a career that continuously challenges and inspires growth.

SKILLS

Troubleshooting	TCP/IP, LAN, WAN, VLAN, VPN, VOIP	HTML/CSS
Active Directory	Operating Systems	Microsoft Office 365
Ticketing System	Identify Security Threats	Time Management
SQL	Customer Service	Problem Solving
JavaScript	Remote Desktop Utility	Hardware Maintenance

EDUCATION & TECHNICAL TRAINING

Arizona State University   *Tempe, AZ*
Bachelor of Science in Software Engineering   Completion Date: Spring 2025

Arizona State University   *Tempe, AZ*
Coding Bootcamp   Completion Date: February 2024

ACI Learning   *Virtual Campus*
Computer User Support Specialist (CUSS) Program   Completion Date: September 2023

North Hennepin Community College   *Brooklyn Park, MN*
Associate of Science in Computer Science   Completion Date: January 2020

CERTIFICATIONS

PeopleCert **ITIL 4 Foundation**	**In Progress**
CompTIA **A+**	**In Progress**
CompTIA **Security+**	**In Progress**
CompTIA **Network+**	**In Progress**

PROFESSIONAL EXPERIENCE

MEDTRONIC   *Brooklyn Center, MN*
Website Developer   May 2023 – Present
- Remodel the user experience to ensure ease of use by redesigning user interfaces and navigation menus for websites.
- Contribute to an improved user experience by updating website layouts and interfaces to enhance functionality and usability.
- Simplify troubleshooting procedures for website issues ensuring streamlined issue resolution and enhanced user satisfaction.
- Revitalize and customize website performance by integrating multimedia content to amplify user engagement and interaction.

Manufacturing Team Lead   April 2023 – Present
- Streamlined team workflows and centralized workloads to ensure efficient task allocation and timely project completion.
- Influenced the team's focus on customer requirements leading to the successful delivery of projects that consistently meet Key Performance Indicators (KPIs) and quality standards.

Manufacturing Training Coordinator   August 2021 – April 2023
- Transformed training programs by conducting organization-wide needs assessments and restructuring curriculum to address skills gaps.
- Coordinated and produced training initiatives to ensure augmented employee skills and knowledge.
- Organized educational resources and centralized training records to simplify access and ensure accurate records.

IT Support Specialist Intern   April 2020 – August 2021
- Planned and executed technical support strategies to ensure optimal system functionality and reduced downtime.
- Oversaw the installation and centralized updating of company software and hardware to contribute to a standardized and efficient IT environment.

Assembler I   August 2019 – April 2020
- Centralized quality assurance inspections and implemented consistent procedures to identify and address component issues.
- Achieved project milestones by closely coordinating assembly plans to ensure efficient and precise execution.

North Hennepin Community College   *Brooklyn Park, MN*
IT Help Desk   February 2016 – April 2017
- Deducted students' account issues to ensure a smooth start to their academic journey.
- Programmed computer software for students and delivered a tailored and efficient experience.

MILITARY EXPERIENCE

Unites States Army Reserves   *Fort Snelling, MN*
IT Specialist   June 2022 – Current
- Oversaw system diagnostics and controlled system functionality to ensure optimal performance and security.
- Collaborated with team members on the assembly line to transport light fixtures to shipping and receiving.
- Enhanced cybersecurity by upgrading security measures to bolster system integrity and safeguard data.
- Planned and executed technical support strategies to ensure effective troubleshooting for staff computer problems.
- Coordinated software and hardware updates to enhance system efficiency and ensure currency.