

Baco-Djicoroni Plateau
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ail.com

LANGUAGE

- ✓ **French : Good**
- ✓ **English : Fair**
- ✓ **Bambara : very good**
- ✓ **Arab : Fair**

Hobbies

- ✓ **Reading**
- ✓ **Travel**
- ✓ **Internet**

RÉFÉRENCES

M. Bakary BOGORO

ICT Assistant – SOS VE -MALI
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Mme Yébé TRAORE

IT Assistant - IRC-Mali
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M. Abdramane TRAORE

PIC Technology Sarl
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SKILLS

Microsoft Office, Microsoft Teams, Outlook, Windows 10 et 11, OneDrive, Windows Server, Basic IT Maintenance, TeamViewer, BOX, HTML, CSS

EXPERIENCES

ICT Assistant Intern

SOS Children's Villages -Mali (SOSCV-Mali)

January 10, July 2023

Tasks and Mission Accomplished:

- ✓ Solving Microsoft office access problems (Word, Excel which does not work; I cannot access my Outlook account etc.)
- ✓ Access to the internet network (the most constant problem)
- ✓ Microsoft Office installations and printer configuration
- ✓ Resolution of access problems to meetings on TEAMS as well as the sound system
- ✓ Changing ink cartridge and solving printing problems
- ✓ Resolving paper jams in printers
- ✓ Download and Install Outlook and Teams on the phone
- ✓ Updating systems if necessary
- ✓ Fix OneDrive sync issues
- ✓ Configure user accounts on workstations
- ✓ Join computers to the AZURE Active Directory domain
- ✓ Monitoring of building cabling for the PACOPE project by service providers
- ✓ Configuration of new machines which consists of creating a local admin account Install SentinelOne, One Drive, Outlook, Teams, Teamviewer, Zoom
- ✓ Administrative paper (purchase requisition, ICT equipment delivery and receipt form)
- ✓ Crimp an RJ45 cable
- ✓ Disassemble and assemble a PC



IT Service Provider

International Rescue Committee (IRC Mali)

29 August 02 September 2022

Tasks and Mission Accomplished:

- ✓ Work collaboratively with national and regional IT managers to ensure end user computers are configured with operating system and IRC application versions (IRC image).
- ✓ Ensure computer peripherals such as scanners, printers, monitors, mouse and others are configured and functioning properly for all field personnel.
- ✓ Work with the Country IT Manager to ensure all users are connected to the LAN and have access to the Internet
- ✓ Work with the Supply Chain Manager responsible for Asset Management and the Country IT Manager to ensure computers are assigned to users, decommissioned or disposed of in accordance with standard IRC procedures and maintain documentation of computers and asset list up to date.
- ✓ Provide assistance to end users in setting up and troubleshooting Microsoft suite products such as Outlook, Word, Excel and PowerPoint.
- ✓ Provide assistance to end users in setting up their mobile devices on the network and with their work emails
- ✓ Respect and enforce the IRC IT Acceptable Use Policy (AUP)



IT Assistant Intern
International Rescue Committee (IRC Mali)
21 February, 20 August 2022



Tasks and Mission Accomplished:

- ✓ Machine configuration: which consists of putting it on the headquarters area and installing the different applications used at the IRC,
- ✓ Configuring the printer and scanner on the machine: this involves downloading the printer or scanner driver and installing it on the machine to allow users to print and scan,
- ✓ Resetting computers,
- ✓ The migration of computers to the headquarters area,
- ✓ Assistance and support to end users in the use of different materials (computers, printers, scanners)
- ✓ Mission: I had to carry out a 10-day mission on the IRC base in Nara
- ✓ Objective of the mission:
- ✓ Migrate all laptops from the base to the Headquarters domain
- ✓ Windows 10 Upgrade

IT Intern
PIC Technology Sarl
February, August 2019

Tasks

The implementation of an application for managing the telephone directory of the Office of the Ombudsman of the Republic of Mali

TRAINING

13 August 2023 : Certificate of Accomplishment, Becoming Network

Administrator on *LinkedIn Learning*

Skills covered

- ✓ System Administration
- ✓ Network Security
- ✓ Network administration

June 2023 : Computer security monitoring certificate from *SecNum ANSSI academy*

Modules

- ✓ Panorama of the ISS
- ✓ Authentication security
- ✓ Internet security
- ✓ Workstation security and nomadism

June 2023 : BSAFE Certificate of Completion in Network Security from the United Nations Department of Safety and Security (UNDS)

STUDIES

2015-2018 : Professional Degree in Management IT at *the University Institute of Management (IUG) of Bamako*

2012-2015 : Malian Baccalaureate, Economic Sciences Series (TSECO) at *the Lycée Niampéré BALLO in Baco-Djicoroni (LNBB)*