Maurice Chouamou Iansi

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EDUCATION

UNIVERSITY OF DOUALA   **Douala, Cameroon**

Bachelor's degree in Computer Science   September 2011

(Equivalent to U.S Bachelor's degree per World Education Services, W.E.S)

EXPERIENCE

UC DAVIS health System   **Sacramento, California**

IT Support Specialist (Apex System contractor)   *September2019 – Present*

• Respond to, evaluate, and prioritize all tickets assigned to the site's field support group and resolve issues efficiently and effectively

• Provide support for UC Davis administrative and Hospitals sites, all connected through a wide area network. Basic networking and PC troubleshooting. Setup and removal of workstations and printers. Assist with various user related issues involving hardware and software.

• Maintain an accurate device inventory.

• Create and maintain device environment metrics, and other reports as required.

• Coordinate upgrades, replacements, or reconfigurations to pro-actively resolve client device issues.

• Configure, deploy and support application packages delivered to clients.

• Assist project managers, customers and network services on new projects and upgrades.

• Review device specifications with the customer, vendor and other IT departments.

• Assist in planning upgrades to support new devices.

• Follow departmental guidelines, purchase and receive equipment

• Create Knowledge Base articles as repetitive issues arise

GYMBOREE.INC   **Dixon, California**

It field technician   *September2017 – June 2019*

- Provided on-site assistance with hardware, software, and other IT related equipment
- Provided technical support, advice, and assistance with technical, hardware and software system issues, including laptops desktops, and phones
- Performed software deployments, security updates and patches
- Examined, designed, and implemented new internal procedures to improve office procedures
- Ensured systems maintenance and performance issues are addressed
- Adhered to and ensured compliance with all established company policies and procedures
- Provided orientation and guidance to users on how to operate new softwares and computer equipment

VOLT (APPLE.INC)   **Elk Grove, California**

Phone Support Technician   *July 2016 –July 2017*

An international provider of staffing services, outsourcing solutions, and information technology infrastructure services

- Run software diagnostic packages to test system performance
- Ensured efficient first call resolutions while maintaining the highest level of support more than 150 customers daily
- Analyzed the problem then drove call to resolution by diagnosing and providing a path to resolution accurately logging all Interaction
- analyzed software test logs to identify failed components

ADDITIONAL INFORMATION

Skills: Microsoft Active Directory, MS Office Suite, MySQL, SQL, Oracle, ACCESS, HTML, C, Eclipse, Agile development methodology, UNIX, Linux

Certifications: Google It Support Specialization

Languages: French – native, English – fluent

Activities: Vice President of Young Cameroonians of Northern California

- Actively contributed in founding the association of Young people originated from Cameroon and living in Northern California
- Directed the team that wrote the association Constitution and regulation

Interests: Reading, cooking, helping others, watching and playing Soccer