

Aloys Zoa Manga  
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#### Summary

Results-driven IT Specialist with a strong background in diagnosing and resolving complex hardware and software issues. Skilled in providing exceptional technical support, optimizing system performance, and establishing excellent customer relations. Adept at performing site inspections, completing equipment repairs, and recommending component upgrades. Extensive experience configuring and maintaining a wide range of IT systems, including storage hardware subsystems, mainframes, routers, and switches. Proven ability to communicate effectively with clients and team members while delivering high-quality service. Fluent in English and French (written and oral).

I am currently in school at the University of Denver Coding Boot Camp CO. I am a motivated and eager full-stack web developer who creates responsive and user-friendly websites using HTML, CSS, JavaScript, React, Node.js, and other web technologies. I will be graduating this coming April 9, 2023.

#### Objective

To leverage my comprehensive IT expertise, industry certifications, and hands-on experience to excel as an entry-level full-stack web developer. I am dedicated to providing top-notch technical assistance, optimizing system operations, and driving exceptional customer satisfaction.

#### Education

-Full Stack Flex Web Development (coding) Certificate:  
University of Denver Coding Boot Camp CO.

- Front-end.  
HTML, CSS, Git, JavaScript, Third-party APIs (jQuery, Bootstrap), Server-side APIs, AJAX, and JSON.
- Back-end.  
Node.js Object-oriented programming (OOP), Express.js servers, MySQL, Object-relational mapper, or ORM (Sequelize), Model-view-controller (MVC) framework (Handlebars.js), Unit testing, Agile methodology, Heroku.
- Performance web application optimization for speed and efficiency.

Computer science, MongoDB and NoSQL, Progressive web apps (PWAs), React, MERN, Portfolios

2023 - Present

- IBM Resiliency Services Campus Boulder, CO  
Continuing hands-on training courses, 2015 - 2021

- Colorado State University Global, Aurora, CO  
Graduate Certificate in Cybersecurity, 2020

- Aytech Institute of Technology, South Plainfield, NJ  
VMware, Red Hat Linux Certification, 2016

- Lincoln Tech Institute, Edison, NJ  
Diploma of Information Technology, 2010

- University of Connecticut, Storrs, CT  
Bachelor of Science, Economics, 2006

#### Certifications

- Full stack Flex Web Development (coding) Certification
  - CompTIA A+ Certified Technician
  - CCNA Routing and Switching
  - CCNA Security Certification
- VMware Certified Associate 6 - Data Center Virtualization
  - MCITP Desktop Certification
  - HIPAA Certification
- Internal IBM Certification in Mid-range and Large Systems

#### Languages

Fluent in English and French (written and oral)

#### Experience

**Full Stack Flex Web Development (coding) Certificate** | University of Denver Coding Boot Camp CO

October 2023 to Present

-In school, I am a motivated and eager full-stack web developer who creates responsive and user-friendly websites using HTML, CSS, JavaScript, React, Node.js, and other web technologies.

- Solid understanding of front-end and back-end development, database administration, testing, debugging, and deployment.

- I am familiar with Git, GitHub, VS Code, and other version management and code editing tools.

- Driven to learn new skills and technologies to better my web development abilities and give high-quality products to clients.

**Lead Customer Engineer - 40 hours per week | Hitachi Vantara, Denver, CO**

December 2021 to April 2023

- Responded to emergency service calls, diagnosed and repaired systems, and recommended scheduled component upgrades and equipment replacements.
- Conducted quality control and site inspections and provided "on-call" service while establishing excellent customer relations.
- Completed self-training on new products and refresher training on established products, including Virtual Storage Platform (VSP), Hitachi Network Attached Storage (HNAS), and Hitachi Content Platform (HCP).

**Global Technology Services Engineer - 40 hours per week | IBM, Boulder, CO**

March 2020 to December 2021

- Installed, configured, and provided Break-Fix storage hardware subsystems, including IBM DASD (DS8K), IBM Z Series Mainframe, Hydra, IBM Automated Tape Library, and IBM Virtual Tape Library (TS7700/TS7720/TS7740/TS7760).
- Prepared root cause analyses, met service level agreements, and successfully troubleshooted hardware, backup, and distribution queue issues.
- I configured the IBM Mainframe attached storage, including a Redundant Array of Independent Drives (RAID), Automated/Robotic, Virtual Tape Library (VTL), and FICON.
- Supported 1st- and 2nd-level support issues (laptops/PCs, associated peripherals, mobile devices/smartphones).
- Installed, configured, maintained, and troubleshooted existing workstation environments, including imaging and completed system setups with mapping network drives and printers.

**Global Technology Services Engineer- 40 hours per week | IBM, New York, NY**

August 2016 to September 2019

- Provided on-site installation, troubleshooting, maintenance, and repair of IBM, Lenovo, and other multi-vendor systems and components, including hardware, networking products, software, and operating systems.
- I engaged in troubleshooting and part replacement for the Power System and System I machine, implemented upgrades and code changes, and updated firmware for System X servers.
- Installed, configured, and maintained routers, switches, Cisco Security Firewall, and other servers.
- Worked closely with project managers and engineers to install hardware and software, implement complex systems, and ensure optimal code levels for various systems and technologies.
- Supported 1st- and 2nd-level support issues (laptops/PCs, associated peripherals, mobile devices/smartphones).
- Installed, configured, maintained, and troubleshooted existing workstation environments, including imaging and completed system setups with mapping network drives and printers.
- Supported employees working in home office environments via Cisco Anyconnect VPN Client.
- Used strong knowledge of the Microsoft Product Line, including Office and Windows; implemented Directory / Group Policy (add, deletes, moves, permissions).
- Managed SCCM and created OSD Task Sequences for new hardware required for the PC refresh project, including Bitlocker reprovisioning.
- Provided support to troubleshoot deployment issues, desktop software conflicts, and client health issues.
- Performed end-user technical support for office and remote personnel to ensure prompt service restoration on various systems and applications. I was using Jabber and ServiceNow.

**NRB System Engineer (Contract Employee) - 40 hours per week | Verizon Wireless, Bedminster, NJ**

April 2015 to August 2015

- Configured and troubleshooted various mobile operating systems, including Apple iOS, Google Android, Windows Phone OS, and Blackberry OS.
- Collaborated with design teams to implement complex wireless voice (1x) and data networks (3G CDMA & 4G LTE), ensuring seamless mobile communication.
- Analyzed and resolved customer-impacting faults in the Verizon Wireless network.
- Participated in Wi-Fi installation projects and performed end-to-end connectivity validation at prominent venues such as stadiums.
- Utilized troubleshooting tools, including VZWMaps, MARS Call Records, Network Geographics, Device Management Database, and MTAS Provisioning Tool.

**Network Support Engineer - 40 hours per week | Novartis/C3I, East Hanover - Florham Park, NJ**

September 2010 to September 2014

- Provided desktop, network, and data migration support to project teams implementing new solutions.
- Diagnosed and repaired hardware, software, and network issues, adhering to cabling and racking standards.
- Supported enterprise Windows Server environment, including Windows Server, AD, VMWare, and XenApp\XenDesktop technologies.
- Provided L1 support to the data center operations team, managing over 2,000 physical and virtual servers.
- Troubleshoot Cisco VPN Profiles and PKI tokens, ensuring secure remote connectivity.

**Skills**

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- |                              |                                   |
|------------------------------|-----------------------------------|
| - Technical Troubleshooting  | - Networking and Connectivity     |
| - Customer Support           | - IT Security                     |
| - System Configuration       | - Adaptability and Flexibility    |
| - IT Equipment Management    | - Collaboration and Communication |
| - Training and Documentation |                                   |