MOCTAR DIOP

Houston TX, USA

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EDUCATION AND TRAINING

Bachelor of Science: Management Information System   08/2020 – 12/2025

Sam Houston State University - Huntsville, Texas

EXPERIENCE

Client-Facing Technical Support / AloMedic LLC   *01/2023 - Current*

- Delivered technical assistance to over 150 clients, troubleshooting hardware, software, and network issues with a 95% resolution rate, and strong customer satisfaction.
- Collaborated with cross-functional teams to resolve escalated system issues, meeting 100% of SLA response targets, and reducing ticket backlog by 20%.
- Logged and tracked support cases using tools like Zendesk and Jira, improving issue resolution time by 15% through efficient documentation and prioritization.
- Conducted client onboarding and product training sessions for 50+ new users, enhancing product adoption, and reducing repeated support requests by 25%.
- Analyzed recurring client issues and provided feedback to engineering teams, contributing to 10+ product enhancements, and improving overall service quality.

Systems Architect Intern / MSSL   *02/2021*

- Assisted in designing and documenting enterprise system architecture, contributing to a 15% improvement in IT project planning efficiency.
- Conducted in-depth research and performance analysis to evaluate system scalability and integration, optimizing overall system reliability by 20%.
- Collaborated with senior architects and cross-functional teams to implement network infrastructure upgrades that reduced downtime by 10%.
- Supported system testing, troubleshooting, and optimization efforts, resolving 30+ technical issues, and enhancing operational stability.
- Developed detailed system documentation, workflow diagrams, and user manuals, improving cross-team knowledge transfer and project execution timelines by 25%.

SKILLS

- Analytical & Critical Thinking
- Client Relationship Management
- Problem-Solving & Root Cause Analysis
- Time & Task Management
- Adaptability in Fast-Paced Environments
- Strong Verbal & Written Communication
- Collaboration & Team Support
- Attention to Detail
- Continuous Learning Mindset

TECHNICAL SKILLS

- HTML, CSS, JavaScript
- SQL, Windows Server
- Linux, ERP, CRM, CMS
- RESTful APIs, SOAP, SAP HANA
- SharePoint, Azure, Power BI
- Tableau, Excel (advanced)
- OSI Model, TCP/IP, Firewalls
- VPNs, SQL Server, MySQL
- PostgreSQL, Query Optimization
- PowerShell, Shell Scripting
- Slack, Microsoft Teams, Zoom

CERTIFICATIONS

- MTA: Database Fundamentals (98-364) | MTA: Networking Fundamentals (98-366)