

# Tokpa Noël Doré

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## Career Objectives

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Currently a candidate for the IT support DEP in Montreal, I wish to use my international academic background and customer service experience to undertake internships in IT. My goal is to develop my technical skills (user support, hardware, and software maintenance) and excel in the field of IT support.

## Training

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### DEP in It support.

Centre de formation professionnelle des carrefours (Montreal, QC)    *may 2025 – Ongoing*

### University studies in NICT (Training stop for reorientation towards the DEP in Quebec)

University Gamal Abdel Nasser of Conakry (Guinea)

*October 2023 – December 2024*

## Work experience

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### Store Associate

#### **Dollarama**

*Avril 2025 – Ongoing*

- Greeting and advising customers
- Managing transactions and managing the cash register
- Stocking and organizing shelves.
- Working under pressure during busy periods

## Technical skills

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**Operating system:** Windows (7/10/11), Linux

**Hardware:** Diagnosis and maintenance of workstations, PC assembly

**software:** Microsoft Office suite, antivirus, PostgreSQL, Python, TypeScript

## Behavioral skills

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- Excellent communication and customer service skills
- Stress and priority management.
- Team spirit and autonomy
- Curiosity and willingness to keep learning.

## Languages

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**French: Native language**

**English: Intermediate (reading and comprehension)**

## Interests

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- Technology monitoring (forums, IT blogs)
- Assembly and repair of computer hardware
- Participation in workshops/team collaboration