

Jean-Michel Kouame

Montreal, QC H4V 1X7 | +1 (514) 516-8342 | michelkholou@gmail.com | [LinkedIn](#)

Professional Summary

Bilingual (French/English) IT professional with over 9 years of experience in IT support, system administration, and coordination, specializing in incident management, **SLA** compliance, and process optimization for global organizations. Proven expertise in **Microsoft 365, Azure AD, Active Directory, SCCM, ITIL methodologies, ServiceNow**, and endpoint security, delivering faster resolutions and cost reductions. Eager to leverage technical proficiency and leadership skills as an IT Coordinator or Senior IT Support Specialist in a dynamic industry, ensuring seamless IT operations, user support, and infrastructure enhancements.

Technical Skills

- **System Administration & Cloud:** Windows 10/11, Microsoft 365 Admin Center, O365, Azure Active Directory (Azure AD), Exchange Online, SharePoint, MS Teams, SCCM, Windows Server, Group Policy (GPO), Microsoft Azure, AWS, Veeam backups, virtualization basics.
- **End-User Support & Device Management:** Tier 1/2/3 support, VIP/executive support, hardware/software troubleshooting, Device and application Management, SCCM deployment, workstation modernization (Windows upgrades and migrations), and remote desktop tools.
- **Security & Networking:** Proofpoint, Zscaler, endpoint security, network troubleshooting (TCP/IP, DNS, DHCP), Identity & Access Management (IAM), VPN Configuration, IT security principles, patch management, compliance monitoring.
- **Service Management & Tools:** ITIL Framework, ServiceNow, SLA/KPI reporting and compliance, helpdesk ticketing and escalation, major Incident and change Management, Slack alerting, SharePoint, JIRA, Confluence.
- **Business Intelligence & Analytics:** Power BI dashboards, Sisense, Advanced Excel, data visualizations.
- **Methodologies & Operations:** Project management, vendor management, process and workflow automation, asset management, employee and asset onboarding/offboarding workflows, risk mitigation, and Team coordination.

Professional Competencies

- **Collaborative team leadership and mentoring,** fostering proactive problem-solving and cross-functional coordination.
- **Strong communication skills in French and English,** with experience in stakeholder reporting, conducting training, and knowledge transfer.

- **Analytical and organizational abilities**, prioritizing tasks in fast-paced environments while maintaining rigor and diplomacy.
- **Customer-focused approach**, driving high CSAT scores through innovative solutions and documentation.
- **Adaptable and innovative**, aligning with Canadian workplace values like inclusivity, efficiency, and continuous improvement.

Professional Experience

On-site Crew Supervisor | [TIMA Services](#) - Montreal, Canada

Sept 2023 – Present

Contract: [Scandinavia](#) and [Walmart Canada](#)

- Implemented a **Google Workspace**-based digital workflow tracking system to streamline daily cleaning operations, reduce manual paperwork, and improve task completion visibility by **100%**.
- Introduced **mobile messaging solutions** (WhatsApp) and digital logbooks for real-time **staff-management** communication, resulting in **75%** faster issue resolution and increased teamwork.
- Developed automated inspection checklists and digital reporting templates with spreadsheet macros, increasing **audit compliance** by **90%** and reducing **quality control** documentation errors.

Senior IT Service Desk Agent | [Tata Consultancy Services \(TCS\)](#) - Budapest, Hungary

Dec 2019 – Jun 2023

Project: [EULER HERMES](#) and [ALLIANZ TRADE](#)

- Reduced VIP incident resolution times by **50%** and attained **98% SLA compliance** by designing and implementing **ServiceNow** workflows and leveraging MS Teams for executive support.
- Streamlined onboarding/offboarding by automating **Active Directory/Azure AD** provisioning and asset deployment with **SCCM**, cutting provisioning time by 50% and ensuring 100% audit compliance.
- Led a team of 3 technicians, improving average ticket resolution time by 15% by implementing a new **ITIL-based** triage process.
- Coordinated a workstation modernization project, migrating **1,500 users to Windows 11** and Microsoft O365, which standardized device management and enhanced endpoint security.
- Administered the **Microsoft 365** environment, managing security, compliance, and license optimization to achieve a **10% annual cost reduction**.
- Created and deployed multiple **Group Policies (GPOs)** to standardize configurations, reducing security incidents related to non-compliant setups.
- Lowered repetitive ticket volume by 50% by authoring and publishing comprehensive troubleshooting guides in **SharePoint** and **Confluence**.

- Improved incident response by 25% by implementing proactive monitoring and centralized patch management using **SCCM**.

Operations Manager | Africaine des Mers (AFROMER) - Abidjan, Côte d'Ivoire

Dec 2017 – Nov 2019

Department: Operations and Logistics

- Negotiated carrier agreements and spearheaded freight consolidation analytics, delivering a **50% reduction** in annual Logistics spend (**\$100K savings**).
- Automated customs clearance and scheduling workflows, driving a **50% reduction** in port dwell time and elevating on-time delivery rates from 30% to 100%.
- Built a trade compliance framework with regulation tracking and audits, cutting customs holds by 50% and ensuring 100% regulatory adherence.

Business Intelligence Analyst | [Endeavour Mining Corporation](#) - Abidjan, Côte d'Ivoire

Aug 2015 – Dec 2017

Department: Human Resources

- Designed and built an interactive **Power BI** dashboard to track employee turnover, reducing manual reporting time by **80%** and enabling data-driven HR interventions.
- Created a **Power BI** reporting framework combining demographic, hiring, and promotion data to support Diversity, Equity, and Inclusion initiatives, increasing female leadership roles.
- Built Excel-based absenteeism models with automated alerts, informing policy changes that reduced short-term leaves considerably.

IT Support Analyst | [Tata Consultancy Services \(TCS\)](#) - Chennai, India

Jul 2014 – Jun 2015

Project: [TELSTRA](#) Australia

- Served as the primary escalation point for Level 2 incidents, consistently maintaining an average of **90% user satisfaction score (CSAT)**.
- Authored over 50+ knowledge base articles, empowering users to self-resolve 20% of common support requests.
- Played a key role in the migration of 250 mailboxes from an on-premise server to **Exchange Online**.

ADR Supervisor | [Venus Film Production \(VFP\)](#) - Accra, Ghana

Feb 2012 – Dec 2012

- Coordinated post-production audio recording schedules and workflows using Professional Tools, streamlining collaboration between technical teams to reduce session turnaround.
- Managed 300+ dialogue cues with metadata techniques, saving editing revisions time.
- Supervised Dubbing sessions, assuring language accuracy and clarity.

Education

- **Bachelor's Degree in Computer Science** | Sikkim Manipal University (SMU) - Accra, Ghana
- **Professional Diploma in Information and Technology** | NIIT - Accra, Ghana

Certifications

- **CompTIA Security+** (Expected: Nov 2025)
- **Microsoft IT Support Specialist** (Expected: Oct 2025)
- **AWS Cloud Practitioner**
- **ITIL Foundation V2**
- **Blockchain Essentials – IBM**