

# EDOH KOFFI DESIRE DIT SADIO AGBEMENOU

Bamako, Mali | agbemenou@hotmail.com | (+223) 76 17 39 31 | <https://www.linkedin.com/in/desire-agbemenou>

## ABOUT ME

ICT professional with over six (6) years of experience in managing IT infrastructure, providing technical support and training, and analyzing data. Fluent in French and English, I possess a strong foundation in IT problem diagnosis and troubleshooting, programming, and also content creation. I am highly adaptable, with a strong sense of ethics, and passionate about technology that supports operational and humanitarian goals.

## EDUCATION

**Accra Institute of Technology (AIT)**

**July 2018**

*Bachelor of Science, Information Technology (Network Systems) (FIRST CLASS HONOURS)*

## CERTIFICATIONS

AWS Certified Cloud Practitioner

**July 2024**

Professional in System Engineering

**October 2017**

English Language Proficiency

**June 2014**

## SKILLS

### Technical Skills

- IT problems diagnosis and troubleshooting
- IT Technical Support
- Data analysis and visualization (SQL, Excel, Power Query, Power BI)
- Pack Microsoft Office
- AWS Cloud Services
- Content Management System
- Image and Video Editing
- Drone piloting

### Interpersonal Skills

- Critical thinking and Problem-solving
- Organization and Time Management
- Team work and Collaboration
- Effective Communication
- Multitasking
- Highly Adaptable

## WORK EXPERIENCE

**IT Manager at Infinity Resource of Mali** (*Full-time*)

**April 2020 - Current**

- Spearhead the purchase, installation, configuration and maintenance all IT equipment.
- Diagnose and troubleshoot IT-related issues, ensuring minimal downtime.
- Provide comprehensive technical support and training to end users.
- Oversee systems updates and data backups, enhancing data integrity and security.
- Manage Internet connectivity from ISPs, and across company's sites.
- Utilize drone technology for aerial mapping of mining areas.

**IT Services Provider at Icone Media** (*Freelance*)

**Feb 2020 - Current**

- Install, configure, and maintain IT equipment.
- Deliver technical support to end users (on-site and remotely).
- Promote awareness on best IT practices.

**Front Office Technician at Huawei Technologies Mali** (*Full-time*)

**March 2018 - Oct 2019**

- Collected and analyzed data from different telecommunication monitoring systems.
- Generated detailed management reports on weekly, monthly, and annual basis.
- Led a team of twenty-two (22) Front Office technicians as interim Front Office Manager.