

# RAKOTONIAINA HARRY YVES

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## COORDINATOR OF IT AND APPLICATION SUPPORT

### OBJECTIVE

As an autonomous and rigorous IT and Application Support Coordinator, I am eager to leverage my skills in support management and process optimization to benefit your company, while also developing my expertise.

### LANGUAGES

**French:** Intermediate | **English:** Intermediate | **Malagasy :** Native

### SKILLS

#### IT Support skills

- Operating System Management (Windows, Linux)
- Ticket management (GLPI\*) and incident Management
- IT equipment maintenance
- Technical support and user assistance
- Active Directory Management
- Microsoft ES 365 administration
- IT hardware configuration and deployment

#### Application skills

- Desktop application: ES 365
- Database  
SQL/Mysql,PostgreSQL,Informix.
- **Programming languages:**  
HTML5, CSS3, JS (Vue.js\*,MDB).  
Python (Django\*,Flask), Git.
- Bash scripting, Powershell

### PROFESSIONAL EXPERIENCE

**BGFIBank Madagascar** | April 2024 au March 2025.

#### IT and Telecompensation support officier

- Providing daily support and assistance to users..
- Administering Active Directory accounts and the Microsoft 365 portal.
- Responsible for telecompensation.
- Configuring printers and deploying new machines.
- Incident management and ticket resolution.
- Technical support and user assistance.

#### Application Support (Replacing resigning employees)

- Processing Multiple Transfers
- Amplitude Bank Support
- Development and management of bank directories.
- Application server administrator (directory, SMS Banking).

## **Mada-Marketing Call-Center** | November 2022 au February 2023

### **IT Assistant**

- User assistance and support.
- Deployment and configuration of new machines.
- Maintenance of IT equipment.
- Linux system administrator.

## **Help on M1COM Print** | September 2021 au March 2024

### **IT Support - Freelance**

- Maintenance of IT equipment.
- Helpdesk support technician.

## **Rxl-Advisory** | October 2022 au November 2022

- **Intern:** Helpdesk support and Symfony (php) developer.

## **Compagnie Assurance Aro** | Avril 2022 au Juin 2022

### **Developer Intern**

- Development of the company's document catalog application
  - Language used: Python with framework Django
  - Database: PostgreSQL with GIT tools

## EDUCATION

### **Online Training: Certificate of Completion for Advanced Technical SQL**

November 2024 - February 2025 | Codefinity

### **English Training: Certificate of Enrollment for Courses**

January 2024 - February 2024 | Antananarivo, Madagascar

ITTI (Internationale TEFL/TESOL Training Institute)

### **Bachelor's Degree: Computer Science, Risk and Decision**

2021 - 2023 | Antananarivo, Madagascar

ESMIA (Higher School of Management and Applied Computer Science)

### **Certificate of Completion: Web Development**

2019 - 2020 | Antananarivo, Madagascar

ESTIIM 67Ha (cecam)

### **High School Diploma: General Education**

2017 - 2018 | Antananarivo, Madagascar

LPR (Lycée Privé Ranaivosoa)

## INTERESTS

**Activity:** Hiking, Playing video games, Surfing.

**Development:** 3D Modeling, Coding, learning new technologies.