



BOSSOU Doris

FRENCH
21 YEARS
NETWORK TECHNICIAN

ÉDUCATION

2024 - 2025 - Bachelor's degree in Computer Science with a specialization in Cybersecurity Analysis (in progress) **Work-Study Program**

2022 - 2024 - HND in IT Services for Organizations, specializing in IT Infrastructure, Systems, and Networks (validated) **Work-Study Program**

2019 - 2022 - Professional Baccalaureate in Digital Systems (with Honors)

PROFIL

Dynamic, smiling and motivated person, passionate about customer relations and IT. With excellent interpersonal skills and an ability to adapt, I know how to listen, advise, withstand stress and support customers in their IT solution needs.

CONTACT

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B License

LANGUAGES

French : Mother Language

Anglais : C2

German : A1

AREAS OF INTEREST

Sport
Music (Trombone)
Chess
Travel
Creation
Outdoor activities

PROFESSIONAL EXPERIENCE

SEPTEMBER 2024

AUGUST 2025

Apprenticeship

APPRENTICE 2ND LEVEL SUPPORT - ELANCO, HUNINGUE (68) 2024 - 2025

- Network administration and configuration
- IT operation and maintenance
- ITIL & GxP methodology
- Support 2nd Level
- Support 1st Level

SEPTEMBER 2022

AUGUST 2024

Apprenticeship

IT TECHNICIAN - MB INFORMATIQUE, RIXHEIM (68) | 2022 - 2024

- Troubleshooting, maintenance, diagnosing and repairing IT hardware such as PCs, Macs, and iPhones
- Installation and configuration setting up operating systems (Windows, Mac OS, Linux), installing software, and configuring networks and printers
- Customer service: Effective communication to identify and resolve customer issues, managing client relationships with professionalism and empathy.
- Support 1st Level

MAY 2022

1 month

Internship

IT AND DATABASE - ORDITECH ,STRASBOURG (67)

- Management of updates for clients (CEGID)
- Creation of databases (SQL)
- Virtual machines

MARCH 2021

1 month

Internship

ELECTRICIAN - GUICHELEC, ILLZACH (68)

- Installed electrical outlets
- Installed switchboards and switches
- Installed doorbells, ductwork, and took measurements

JULY 2022

2 months

Summer Job

DISABILITY PEOPLE SUPPORT - INSTITUT ST. ANDRÉ ,CERNAY (68)

- Help with meals and hygiene care
- Awareness of specific needs and compliance with care protocols
- Accompany residents in their daily activities

SKILLS

IT Network - Network Infrastructure - Support 1st and 2nd Level
DNS - DHCP - TCP/IP - NAT VLAN
Virtualization - Firewall - IDS/IPS - Network monitoring
Windows Server & Active Directory
Microsoft365 - Hardware - Software - Teamwork