

AMOUR MAHOUNGOU

Information Technology Analyst

Objective:

Results-driven computer science graduate with a strong academic foundation and four years of dedicated study. Adept at database administration and providing exceptional customer service. Proficient in multilingual communication and troubleshooting. Seeking to leverage my skills in a challenging professional environment.



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Pasig Blvd, Brgy. Bangog Ilog,
Prisma Residence, Manila

LANGUAGE

- French - Native
- English - Fluent
- Mandarin - Intermediate

HOBBIES

- Music Producing
- Reading
- Song writing
- Football
- Swimming
- Jogging

EDUCATION

Zhenjiang, Jiangsu Province 2016 - 2020

Jiangsu University of Science and Technology

Bachelor of Computer Science

Four years courses to receive a degree in computer science and technology at one of the biggest universities of China located in the city of Zhenjiang in Jiangsu Province.

2019

TEFL Professional Development

TEFL Certificate

Successfully completed a rigorous 120-hour TEFL course, gaining a solid understanding of classroom management strategies and international teaching. Possess professional knowledge of English and the ability to teach language learners effectively.

2011 - 2014

CS Notre Dame du Rosaire

High School Diploma

High school diploma in natural science in 2014. Completed a standard high school curriculum, which includes a basic foundation in various natural science subjects such as biology, chemistry, physics, and environmental science.

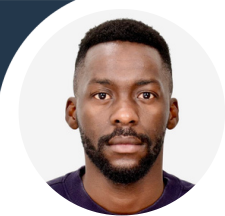
EXPERIENCE

February 2024 - Present

ACCENTURE Inc.

SW/APP/CLOUD Technology Support

- Delivered end-to-end technical support for ExxonMobil retail operations, including troubleshooting software, application, and cloud-based system issues.
- Assisted retail sites in resolving critical issues related to point-of-sale systems, payment processing, and cloud service integrations, ensuring minimal downtime.
- Provided expert guidance on system configurations and usage, addressing user inquiries and ensuring compliance with company protocols.
- Collaborated with engineering and support teams to identify root causes and implement solutions for recurring issues.
- Maintained detailed documentation of incidents, resolutions, and best practices to streamline operations and improve support efficiency.
- Consistently achieved high customer satisfaction scores through prompt and effective issue resolution.



January 2023 - September 2023

JC Moment Inc.

Web Designer

- Designed responsive and visually appealing website, incorporating user-centric design principles and ensuring optimal user experience.
- Collaborated with the company team to meet project objectives.
- Utilized design tools such as Wix to create an engaging and cohesive website layouts.
- Implemented SEO best practices and stayed current with industry trends to deliver modern and effective web solutions.

January 2020 - June 2021

Nanjing, China

Nanjing Fox Education Technology Co. Ltd.

Customer Support Representative and Online marketing

- Orchestrated broadcast and retail promotions, resulting in increased sales.
- Executed impactful email campaigns to target specific audiences.
- Formulated advertising and growth strategies, contributing to the company's success.
- Played a key role in e-commerce and online marketing efforts.
- Executed multilingual tasks such as translator between the customers and company's manager: *Mandarin to English *English to French

August 2021 - January 2023

Crystal Flower Hua

Digital Sales Support Specialist & Customer Service

- Successfully monitored daily sales and adeptly resolved customer relations issues, implementing growth strategies.
- Managed wholesale orders and handled bulk buyer requests, ensuring client satisfaction.
- Spearheaded all social media initiatives, optimizing posts for maximum engagement.
- Demonstrated exceptional website maintenance skills in alignment with the brand's vision.

July 2014 - July 2016

MARELO MICRO-FINANCE

Administrative Assistant

- Provided essential support to the headquarters through proficient word processing, appointment scheduling, and other office applications.
- Designed and produced company brochures, newsletters, and effective campaigns.
- Analyzed reports to drive strategic engagement measures aimed at improving the company's profitability.

EXPERTISE

- Database Administration
- Exceptional Customer Service
- Proficient in Multitasking
- Strong Problem-Solving Abilities
- Collaborative Team Player with Creative Insight
- Multilingual