LEOPOLD DJONDO

Ottawa, ON • 819-635-4216 • djondoromuald@gmail.com

PROFESSIONAL SUMMARY

Tier 2 IT Support professional and Computer Engineering graduate with 7 years of experience providing enterprise IT support in academic and municipal environments. Strong background in incident escalation, advanced troubleshooting, networking fundamentals, user account administration, and cloud platforms. Bilingual in English and French with proven ability to resolve complex technical issues, document solutions, and deliver high-quality customer service.

TECHNICAL SKILLS

IT & Systems: Windows, Linux/Unix, macOS, Active Directory, Microsoft Azure, AWS, Hyper-V, Virtual Machines, Hardware & Software Troubleshooting

Networking & Protocols: TCP/IP, UDP, HTTP, FTP, SMTP, Wireless Networking

Programming: Java, Python, C/C++, C#, HTML, CSS, JavaScript, PHP, MySQL

Tools: ServiceNow, TopDesk, MARVAL, Microsoft 365, SharePoint, Outlook, PowerPoint

Methodologies: ITIL, Agile, Waterfall

PROFESSIONAL EXPERIENCE

IT Analyst – City of Ottawa (Nova Network)

Ottawa, ON | April 2023 – December 2025

- Provide Tier 2 support for city employees, resolving complex issues related to accounts, software, hardware, and network connectivity.

- Log, track, and update incidents and service requests using MARVAL.

- Perform advanced troubleshooting and escalate unresolved issues to Tier 3 teams.

- Provide remote technical support and guidance.

- Identify trending issues and escalate recurring problems.

- Maintain accurate documentation.

-Participated in IT projects and service improvements.

Computing Advisor – IT Help Desk, University of Ottawa

Ottawa, ON | September 2018 – April 2023

- Provided Tier 1 and Tier 2 technical support via phone, email, and in person.

- Troubleshot account, hardware, software, and connectivity issues.

- Managed user accounts using Active Directory and Azure.

- Documented incidents using TopDesk and ServiceNow.

- Participated in IT projects and service improvements.

EDUCATION

Honours Bachelor of Applied Science – Computer Engineering (Engineering Management Option)

University of Ottawa | 2018 – 2023

CERTIFICATIONS & LANGUAGES

TOEFL Certified

Fluent in English and French

VOLUNTEER EXPERIENCE

Assistant Coach – Collège Protestant de Lomé-Tokoin

May 2017 – August 2017

- Planned and supervised athletic activities.

- Ensured safety and maintained equipment.