

Patrick Mabialah.

IT Level 2 & Encoder

CIVIL STATUS

NATIONALITY	French
RESIDENCE	31 avenue du clos-banderet 74200 Thonon-les-Bains (France)
TELEPHONE	+33 7 49 69 06 52
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EMAIL	pmabiala@me.com
DRIVING LICENCE	Auto / Moto

LANGUAGES

FRENCH	Mother tongue
ENGLISH	B2.2 (fluent level)

TECHNICAL SKILLS

DATABASE MANAGEMENT SYSTEMS (DBMS)	MySQL / Microsoft SQL Server
OPERATING SYSTEMS	Windows 11 / Mac OS Sequoia
GRAPHIC AND WEB SOFTWARE	Adobe Illustrator / Photoshop / InDesign / Xd
Messaging	Microsoft Outlook
Office automation	Microsoft Office 365 / 2019 / 2016 / 2013
PROGRAMMING LANGUAGES	Next, PHP, JavaScript, React, PowerShell, Python 3.0, Delphi, Swift, Kotlin

Training

2024	
CeRFI SA (Carouge, Switzerland)	Certification ITIL 4 <i>Foundation</i>
2023	
CeRFI SA (Carouge, Switzerland)	English B2.2 Certification
2021	
edX	Certification IBM Cloud Node.js & React
2020	
CeRFI SA (Carouge, Switzerland)	CoRInf Help-desk specialist training
1992	
ESI SuplInfo (Montreuil, France)	Computer engineer with a degree

PROFESSIONAL EXPERIENCE

Since January 2025

Freelance IT expert of the Cercle des Hôteliers Indépendants (Geneva)

- Maintenance and design of IT solutions (*Next.js/ React.js*)
 - Data scientists (*Python / Jupyter notebooks*)
 - Audit & Webmarketing
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April 2024 to December 2024

**Computer support officer L2 (proximity support)
CeRFI SA (Geneva) Client: United Nations (UN)**

- Assistance and advice to users on standard and specific software
 - Administration, configuration and installation of Mac & Windows workstations via *Microsoft Azure*
 - Design a user support tracking solution with *Microsoft Power Apps*
 - Support for Zoom and Teams conferences.
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October 2022 to April 2024

**Computer support officer L2 (proximity support)
CeRFI SA (Geneva) Client: World Health Organization (WHO)**

- Assistance and advice to users on standard and specific software
 - Administration, configuration and installation of Windows workstations via Microsoft SCCM
 - Configuration and administration of mobile phones via Microsoft Intune.
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March 2020 to October 2022

**Computer Support Officer L1 (Help-Desk Specialist)
CeRFI SA (Geneva) Client: Department of Infrastructure (DI),
Cantonal Office for Information Systems and Digital (OCSIN)**

- Assistance and advice to users on standard and specific software
 - Support of user calls and update of the Help-Desk database (ticket management)
 - Provision and installation of new software components (operating systems, standard software)
 - Creation, modification and deletion of user accounts, administration of user identification and access rights
 - Data backup (backup) and recovery (restore)
 - Creation and updating of resolution procedures for knowledge base enrichment
 - PowerShell scripting to quickly fix incidents
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December 2010 to March 2020

**Digital publishing architect
Société Biblique de Genève(Lausanne)**

- Ensure digital publishing
 - Develop and maintain two hybrid web- Android-iOS applications, one free in three languages and the other with in-app purchases
 - Implement tools and procedures for e-book generation
 - Be an in-house expert for technical choices of iOS/Android app development and digital publishing
 - Create various scripts in InDesign/ Word to automate some editing jobs
 - Provide customer support for applications and ebooks
 - Create functional application mock-ups
 - Design application graphics in tandem with graphic designers and designers
 - Implement non-regression testing procedures
 - Train freelancers to ensure their independence.
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