HAWA DOUMBE TRAORE

IT &
TELECOMMUNICATIONS

CONTACT

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Fez, Morocco

LANGUAGES

- French: Native
- English: Upper-Intermediate
- Chinese: Beginner (currently learning Mandarin for future international academic opportunities)

PERSONAL QUALITIES

- Strong team spirit and interpersonal skills
- Curious and fast learner
- Organized and responsible
- Patient and professional in customer interactions
- Motivated by continuous self-improvement and international experiences

HOBBIES AND INTERESTS

- Reading and personal development
- Traveling and discovering new cultures
- Programming and technology
- Science and innovation
- History and global affairs
- Music and sports

ADDITIONAL INFORMATION

- Passionate about technology, innovation, and international education
- Interested in artificial intelligence and smart digital systems
- Open to multicultural environments and collaborative projects

PROFILE

Motivated and ambitious graduate in Computer Systems and Network Engineering with a strong interest in information technology, artificial intelligence, and digital infrastructure. With professional experience in customer relations and sales, I have developed excellent communication, teamwork, and problem-solving skills. Curious, adaptable, and eager to learn, I am seeking opportunities that will allow me to strengthen my technical expertise while contributing to innovative and international projects.
I am particularly interested in emerging technologies, network security, intelligent systems, and cross-cultural academic experiences. My long-term goal is to build a career that combines technology, innovation, and international collaboration.

WORK EXPERIENCE

Education & Qualifications

- Bachelor's Degree in Computer Systems and Networks ETIGE | Fez, Morocco — 2023 – 2024 Focus: Network administration, systems security, and infrastructure management.
- Diploma of General University Studies (DEUG) ETIGE | Fez, Morocco — 2021 – 2023 Focus: Foundational computer science, mathematics, and logic.
- Scientific Baccalaureate (High School Diploma) Lycée Les Castors | Bamako, Mali — 2018 – 2021.
- Diploma of Fundamental Studies (DEF) Institut Sacré-Cœur | Bamako, Mali — 2017 – 2018

Professional Experience

Network Security & Server Administration Project – Zentyal

- Configured and managed a server infrastructure using Zentyal, a Linux-based server administration platform.
- Integrated firewall and network security features to improve system protection and access control.
- Managed users, permissions, and network services within a simulated enterprise environment.
- Strengthened problem-solving and troubleshooting skills through system configuration and maintenance tasks also Configured firewall rules and monitored network access permissions

Final-Year IT Project – Computer Systems & Networks

- Worked on a technical project focused on network infrastructure and system administration concepts.
- Applied knowledge of computer networking, system configuration, and IT project management.

Customer Advisor – Online Banking Services

Concentrix | November 2023 – Present

- Assisting customers with access to their online banking accounts and guiding them.
- Supporting clients in understanding banking procedures, account management, while ensuring a professional and customer-focused experience.
- Handling customer inquiries with patience, empathy, and efficiency in a fast-paced environment.
- Developed strong communication, conflict resolution, and problem-solving skills through daily interactions with diverse clients.

Data Processing and Payment Recovery Service

Concentrix | August 2024 – Present

- Assigned to the data entry and payment recovery department, responsible for processing unpaid customer balances and account debit operations also mproved attention to detail and ability to manage sensitive financial operations accurately.
- Ensuring accuracy and confidentiality while managing sensitive financial information.
- Learned to work efficiently under pressure and handle stressful situations professionally.

Core Competencies & Skills

- Proficiency in computer and office tools
- HTML programming
- Knowledge of programming languages such as Java and C++
- IT project management
- Basic understanding of networking and cybersecurity concepts
- Strong adaptability to new technologies and digital environments
- Soft Skills: Active Listening, Persuasion & Negotiation, Team Collaboration, Adaptability.