

LILIANE NYAMY KONISSI

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| Portfolio: lilianeitsupport.site

PROFESSIONAL SUMMARY

Entry-level IT Support professional completing Per Scholas NextGen IT Support training with hands-on experience in Windows 10/11, computer hardware, networking, troubleshooting, printers, and technical documentation. Skilled in TCP/IP, DNS, DHCP, VLANs, Wi-Fi, Ethernet, command-line troubleshooting, Microsoft 365, and customer support. Preparing for CompTIA A+ and seeking IT Support, Help Desk, Desktop Support, or Technical Support opportunities.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Linux Fundamentals

Networking: TCP/IP, IPv4, DNS, DHCP, NAT, APIPA, VLANs, LAN/WLAN, Wi-Fi, Ethernet

Hardware: Motherboards, CPUs, RAM, HDD/SSD, Power Supplies, GPUs, Printers, Peripherals

Network Hardware: Routers, Switches, PoE Switches, Wireless Access Points, NICs, Patch Panels, RJ-45

Troubleshooting: Windows, Hardware, Network Connectivity, Printers, Boot Issues, Storage Issues

Command-Line Tools: ipconfig, ping, tracert, nslookup, sfc, DISM

Applications: Microsoft 365, Word, Excel, OneDrive

Professional: Customer Support, Technical Documentation, Problem-Solving, Communication, Attention to Detail

EXPERIENCE

Independent Contractor

Apr 2023 – Present

Walmart | Laurel, MD | On-site

- Manage customer orders using mobile applications, GPS systems, and digital platforms to complete deliveries accurately and on schedule.
- Resolve application, connectivity, GPS, and order-related issues independently to maintain reliable service.
- Communicate with customers to resolve delivery concerns and provide timely updates.
- Track mileage, income, and business expenses using Microsoft Excel.

Warehouse Associate

Mar 2020 – Mar 2023

Amazon | Baltimore, MD | On-site

- Operated handheld scanners and computer-based inventory systems to process and track products accurately.
- Verified product and shipment information and followed established procedures to resolve inventory discrepancies.
- Collaborated with team members and supervisors in a fast-paced, technology-driven environment.

Production Associate

Jan 2019 – Feb 2020

Maruchan | San Antonio, TX | On-site

- Monitored production and packaging processes to identify equipment and quality issues.
- Inspected products, labels, and packaging and reported production problems promptly to support timely resolution.
- Followed documented procedures and safety requirements to maintain consistent operations.

Data Analyst

Jul 2015 – Dec 2018

Africa Security Group | Douala, Cameroon | On-site

- Analyzed business data using Microsoft Excel to identify trends and support reporting and decision-making.
- Reviewed spreadsheets for inaccurate, incomplete, and inconsistent information and corrected data discrepancies.
- Prepared reports and summaries to communicate findings clearly to management.

Sales Associate / Sales Reporting Assistant

Jan 2009 – Jun 2015

Future Shop | Douala, Cameroon | On-site

- Assisted customers with selecting mobile phones and accessories based on needs, budget, and product requirements.
- Explained mobile phone features and basic functions to help customers use technology effectively.
- Maintained sales records and prepared weekly Excel summaries to support sales and inventory decisions.

SELECTED TECHNICAL LABS & SIMULATIONS

Network Configuration & Troubleshooting Lab — Per Scholas NextGen IT Support, 2026

- Diagnosed connectivity issues involving DHCP, DNS, IPv4, Wi-Fi, and Ethernet; used ipconfig, ping, tracert, and nslookup to isolate network problems.
- Identified APIPA addressing as an indicator that a device could not obtain an IP address from DHCP and documented troubleshooting steps and resolutions.

PC Hardware Installation & Troubleshooting Lab — Per Scholas NextGen IT Support, 2026

- Identified and inspected CPUs, RAM, motherboards, storage devices, power supplies, GPUs, cooling systems, and peripherals.
- Verified component installation, cable connections, power requirements, and airflow using a structured troubleshooting process.

Wi-Fi & Network Performance Simulation — Per Scholas NextGen IT Support, 2026

- Compared Wi-Fi performance of approximately 190 ms latency and 9% packet loss with Ethernet at approximately 8 ms latency and 0% packet loss.
- Recommended wired Ethernet, VLAN 40 for voice traffic, and QoS prioritization; completed the simulation with a 100% score.

EDUCATION & TRAINING

NextGen IT Support / Information Technology Support Certificate Program — Per Scholas

Baltimore, MD | Remote | Aug 2026 – Nov 2026

Hands-on training in Windows 10/11, computer hardware, networking, troubleshooting, printers, cloud fundamentals, virtualization, security, ticket handling, and technical documentation.

MBA, Small and Medium Enterprise Management Techniques — ESSEC Business School

Douala, Cameroon | 2013 – 2015

Master's Degree in Management Science – Marketing — University of Douala

Douala, Cameroon | 2004

CERTIFICATIONS

- **CompTIA A+** — Exam Preparation In Progress, 2026
- **Google IT Support Professional Certificate** — Completed, 2026
- **Google AI Training** — Completed, 2026