

BORIS EMAKAM GARCIAL

BILINGUAL IT & APPLICATION SUPPORT

Regina, SK | 306-501-8017 | borisemakam@gmail.com

Targeted portfolio: datascientistandai.github.io/it-support.html

LinkedIn: linkedin.com/in/boris-emakam-b77974290/ | GitHub: github.com/datascientistandAI

PROFESSIONAL PROFILE

Bilingual IT and application support professional with hands-on experience resolving user issues, troubleshooting POS systems and peripherals, preparing workstations, and supporting Windows, Linux, web, and database environments. Combines front-line customer service with Django application experience, structured incident diagnosis, documentation, and reliable escalation. Uses AI-assisted tools responsibly while independently verifying technical results.

TECHNICAL CAPABILITIES

User and application support: Incident triage, end-user troubleshooting, issue reproduction, escalation, POS support, hardware/peripheral setup, software updates, remote-support practices

Systems and networking: Windows 10/11, Ubuntu, Debian, macOS, TCP/IP, DNS/DHCP fundamentals, VPN concepts, VirtualBox, WSL, Apache2, routing and firewall fundamentals

Documentation and quality: Ticket lifecycle, resolution notes, knowledge-base practices, technical writing, requirements analysis, validation, logging, testing, failure-mode analysis

Scripting and applications: Python, Bash, SQL, Django, REST/API integration, PHP, HTML/CSS, JavaScript, MySQL, Git/GitHub

Communication: Bilingual English/French, customer communication, stakeholder support, clear explanations for non-technical users

PROFESSIONAL EXPERIENCE

Customer Service Representative | Canadian Tire

2024 - Present

Regina, SK

- Resolve approximately 14 customer questions per day through in-person, phone, and email interactions by identifying the issue, explaining the solution, and escalating appropriately.
- Assist with POS-system and peripheral troubleshooting while maintaining service continuity in a high-volume environment.
- Document resolutions and contribute to knowledge-base updates, strengthening repeatable support practices and clear handoffs.
- Received a Customer Service Award for dependable performance, communication, and customer support.

Software Engineering Intern | MTN Cameroon

Jul 2025 - Sep 2025

Cameroon

- Built and debugged a Django-based Design-Assist application used to transform business requirements into structured BRS/SRS workflows.
- Added validation, authentication, activity tracking, logging, and Word/PDF exports to improve traceability and supportability.
- Translated stakeholder needs into backend views, data flows, templates, documentation, and UML artifacts; investigated implementation issues through iterative testing.

PROFESSIONAL EXPERIENCE (CONTINUED)

Junior IT Technician | Cyber Cafe

2022 - 2023

Douala, Cameroon

- Installed and updated hardware and software, prepared workstations, and supported users with routine technical issues.
- Set up IT equipment for meetings and events, verified connectivity and readiness, and participated in recurring security and backup checks.

SELECTED TECHNICAL PROJECTS

Global Help Desk System | Ticketing | support workflow | issue lifecycle

- Designed a workflow for ticket intake, categorization, assignment, status tracking, resolution notes, escalation, and administrator oversight.
- Structured incidents to make diagnosis traceable, resolutions repeatable, and handoffs easier to verify.

MTN Design-Assist Workflow | Django | Azure Document Intelligence | APIs

- Combined automated document extraction with human verification, logging, authentication, activity tracking, and exportable deliverables.
- Applied a support mindset to internal software by tracing inputs, processing steps, generated outputs, and export results during debugging.

Archeo-IT Web & Infrastructure | Linux | Apache | MySQL | PHP | VirtualBox

- Built and hosted a dynamic web application in a virtualized LAMP environment; configured internal routing and firewall rules.
- Created a Python secure-password generator, connecting scripting and automation to an operational IT need.

EDUCATION

Bachelor of Science, Computer Science (Data Science) | University of Regina

2023 - Expected Jun 2027

Regina, SK

- Operating systems, software engineering, databases, networking, programming, data science, mathematics, and system analysis.

Bachelor of Technology, Computer Science | University of Douala

2021 - 2023

Douala, Cameroon

ADDITIONAL INFORMATION

Bilingual English/French | Valid driver's licence and personal vehicle | Available for onsite, hybrid, and remote technical roles