Cédric Arnold DJAGUE NGUEFACK

IT TECHNICIAN · DIGITAL PRODUCT BUILDER

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PROFILE

I build digital products, but my path started in the field. Today I work as an IT technician at ÉTS in Montréal, where I am also studying for a bachelor's in information technology engineering. Before that, in Douala, I studied electrical engineering and industrial computing, and worked as an industrial maintenance technician on production equipment.

That background directly shapes how I work: I like to understand how a system works, build it, put it into production and be able to fix it when something goes wrong.

Over time, I added development, infrastructure, visual identity and motion design to that base. Today I build my own products as well as platforms for the organisations I work with.

AI is now part of how I work. I use it to research, structure, build and review faster. Product choices, technical decisions, sign-off and releases remain mine.

PROJECTS BUILT AND OPERATED

TICAMAC Group	Founder · products, development, infrastructure, identity — The digital ecosystem of my technology group. `ticamac.com · academy.ticamac.com · software.ticamac.com · hub.ticamac.com · blog.ticamac.com · ai.ticamac.com`
NOA Sécurité Mondiale	IT team · development, deployment, maintenance, SEO, Google Business Profile — Website, intranet and local visibility for a guarding company in Douala. `noa-sm.com`
ND Technology	50% co-owner · identity, platform, IT, SEO — A Douala tech store, from its logo to its platform. `tech-nd.com`
France Sécurité Prévention	IT team · website, intranet, documents, testing, maintenance, SEO — Website, intranet and documents for a CNAPS-licensed private security company. `fsp-securite.fr`
Nos Réalités	Co-founder · identity, website, platform — A co-founded podcast, its identity and its community platform. `nosrealites.ca`
SALONYX	Studio founder · identity, motion, production — Motion design, creative technology and animated brands.

FIELD EXPERIENCE

`Since Feb. 2025`

IT technician, ÉTS, Montréal

- Level 1/2 support and incident tracking in the ITSM tool (GUS)
- Hardware and software troubleshooting and repair
- Audiovisual systems and Crestron room controls
- Printer fleet maintenance

	Resource management in Infosilem and Prelude Patch deployment and user support
Feb.–May 2024	**Volunteer**, CANAVUA, Alberta Handling and customer service
Sept. 2023 – Jan. 2024	**IT technician**, Collège moderne des lauréats, Douala Assembling and deploying workstations Operating systems, software and peripherals Network integration Troubleshooting, repair and user support
July–Aug. 2023	**Industrial maintenance technician**, Capital Trading Plc, Douala Fault diagnosis and production equipment checks Corrective maintenance and machine upkeep Process improvement

SKILLS SHOWN IN THESE PROJECTS

Support and field	ITSM level 1/2 · hardware and software troubleshooting · Crestron · MFP printers · workstations · networking
Development	TypeScript · React 19 · Next.js 16 · Vite · Payload CMS · PocketBase · Playwright
Infrastructure	Ubuntu Server · Docker Compose · Nginx · Cloudflare Tunnel · PostgreSQL · GitHub Actions · backup and restore
Visibility	Technical SEO · Search Console · Bing Webmaster Tools · IndexNow · Umami
Identity and motion	Logos and brand guidelines · print material · animation with Remotion
Method	Claude Code · ChatGPT · Codex · pull-request review · ADRs

EDUCATION

In progress	Bachelor's in information technology engineering · ÉTS, Montréal
Aug. 2024	DUT in electrical and industrial computer engineering · University of Douala
July 2022	High school diploma · Cameroon

CERTIFICATIONS · LANGUAGES

WHMIS: workplace health and safety · SET Safety: grain bin rescue
French : excellent · English : intermediate

PORTFOLIO AND EVIDENCE

https://cedric-djague.ticamac.com