

Contact

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Top Skills

Logical Reasoning
Software Testing
Application Layer Services

Certifications

CCNA: Introduction to Networks
Networking Basics
IT Essentials
JavaScript Algorithms and Data Structures (Beta)
certificate of completion - computer traing

ABAYIZERA Samuel

Student at University of Rwanda
Kigali, Kigali City, Rwanda

Summary

Customer Service and Technical Support Specialist | Passionate about enhancing customer experiences and leveraging technical skills to drive efficiency.

Experienced in assisting customers with diverse applications such as job and student applications, ensuring accuracy and timeliness.

Skilled in providing technical support and guidance on computer applications and software, improving user proficiency and satisfaction.

Managed cybercafe operations, including scheduling and ensuring a smooth customer journey, leading to increased operational efficiency.

Actively contributed to community service projects and social impact initiatives as a member of Youth Impact Mission (YIM).

Bachelor of Engineering (BE) in Computer Engineering | University of Rwanda (Class of 2025)

Certifications:

JavaScript Algorithms and Data Structures (Beta) - freeCodeCamp
CODEXTREME 2024 - CODEXTREME

Let's connect and explore opportunities to collaborate and contribute to impactful projects!

Experience

Andela
Full Stack Developer
January 2024 - Present (6 months)
Kigali City, Rwanda

UMN Company LTD

Customer Service and Technical Support Specialist

August 2021 - May 2022 (10 months)

Rwamagana, Eastern Province, Rwanda

Education

University of Rwanda

Bachelor of Engineering - BE, Computer Engineering · (May 2022 - May 2025)

Nyagatare Secondary School

Advanced Level Certificate, MPC (Mathematics Physics and Computer

Science · (January 2017 - August 2021)