

Arsene Thierry KOMEZUDUFASHE

Komezarsene15@gmail.com

❖ +250798816925

❖ IT Engineer

❖ [Website](#)

IT Support Engineer with over three years of experience providing user-focused helpdesk and system support. Skilled in troubleshooting, software and hardware maintenance, and secure network management. Strong technical background with proven ability to enhance operational efficiency and support digital transformation initiatives in both local and international environments.

WORK EXPERIENCE

Teknowledge (Microsoft Dynamics CRM)

Sept2023 – Present

IT Support Engineer

Kigali, Rwanda

- Provide first-line IT support to end-users across multiple regions, resolving hardware, software, and network issues.
- Maintain CRM systems ensuring data integrity and security through VPN, 2FA, and access control management.
- Assist with user onboarding, system configuration, and IT policy compliance for enterprise clients

Previous Role: IAM Support Engineer (Opentext)

(Sept 2023 – Dec 2024)

- Implemented and supported secure authentication systems using NetIQ Advanced Authentication
- Ensured compliance with GDPR and data protection standards.

NbliK

June2022 – Sept2023

Fullstack software engineer

Delhi, India

- Developed and maintained secure web applications using Next.js and REST APIs.
- Collaborated with development teams to integrate user authentication and identity management systems.

EDUCATION

KL University

June, 2023

Bachelor's degree, Computer Science. ([certificate](#))

Vijayawada, India

- Earned bachelor's degree with first class recognition.
- Studied abroad in India, KI University and experience multi-culture socialism.

SKILLS

- Software and hardware troubleshooting, network and system administration.
- Microsoft Dynamics CRM, Airtable, Salesforce administration.
- Helpdesk Ticketing Tools, Microsoft Dynamics CRM, SQL Server, Linux & Windows OS, Data Privacy & Security.
- Skilled in most popular operating systems (Linux, Windows, Mac OS)
- Identity & access management (Cyber security)
- Operations management and team management
- Devops, backup & recovery system, docker, Jenkins, Cisco jabber, Git, VPN, VPS

CERTIFICATIONS

- Certificates from Opentext trainings(Data privacy 2025, security essentials, sql server certificate, Access Management technical training, Opentext GDPR)
- [Nblik developer internship](#) + [Full stack internship](#) + [REB Computer science competition](#)

REFEREES

Marvella Kameca

- Role: Team Manager (Manager)
- Email: mkameca@opentext.com, marvella.kameca@teknowledge.com
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UMUTESI Liliane

- Role: Technical Lead (Micorosoft Dynamics)
- Email: v-uliliane@microsoft.com, umutesililiane4@gmail.com,
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KUBAHO Linne Heaven

- Role: IT Specialist at Enabel
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CONTACTS

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