

## IRADUKUNDA Boris

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GitHub/Portfolio (<https://github.com/BorisIra19/My> / <https://my-plotfolio-z3dm.vercel.app/>)

## EXPERIENCE

### Keza Bethia

*Customer support agent*

**Kigali-Rwanda**

*May 2024 – June 2025*

- Provided exceptional customer service and support to clients.
- Handled customer inquiries and resolved issues promptly and professionally.
- Maintained positive customer relationships and ensured satisfaction.
- Collaborated with team members to improve service delivery.

### Sam RUSINE

*Data Enumerator*

**Kigali-Rwanda**

*May 2022 – June 2023*

Recorded data from surveys or questionnaires on paper forms for statistical analysis.

- Collected quality data using both qualitative and quantitative tools and methods.
- Transmitted data collected to supervisor on a weekly basis.
- Paid salaries to local collaborators.
- Prepared a full report at the end of the field data collection.

### DUSHIME Emmanuel

*Data Collector and Technical Support*

**Kigali-Rwanda**

*Mar 2022 – Feb 2023*

Conducted extensive data collection across various sectors via on-site visits.

- Documented findings for future reference and decision-making.
- Collaborated closely with colleagues to ensure smooth technical operations.
- Provided technical support to resolve issues promptly and effectively.
- Developed expertise in troubleshooting to enhance organizational efficiency.

## EDUCATION

### Adventist University of Central Africa Kigali, Rwanda

**Kigali-Rwanda**

**Bachelor of Science in Information Technology/Software Engineering** Project Successfully Defended,  
*Graduation Pending*

- Relevant coursework: Computer Networks, Linux, Database Management Systems, Management Information Systems, Data Structures, Web Design, Operating Systems, Software Security.
- Successfully completed and defended the final year project as part of the degree requirements.

## AWARDS AND HONORS (OR ACHIEVEMENTS)

### Customer Support Professional Certificate March 2025

- Won the Customer Support Professional Certificate in March 2025 after successfully completing the training and assessment on customer service principles, communication techniques, and problem-solving strategies.

### Cisco Certified Network Associate April 2023

- Won the Cisco Certified Network Associate (CCNA) certification in April 2023 after demonstrating proficiency in networking fundamentals, IP connectivity, security fundamentals, and automation.

### Test of English as a Foreign Language February 2023

- Won the Test of English as a Foreign Language (TOEFL) certificate in February 2023 after achieving a high score that certifies English language proficiency for academic and professional settings.

## SKILLS

- Computer Skills: HTML, CSS, JavaScript, Python, C++, Django, Vue.js, Node.js, Microsoft 365
- Technical Skills: Technical Support, FL Studio, Database Management
- Foreign language skills: Kinyarwanda (Native), English (Fluent)