

IRADUKUNDA Boris

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Github account: <https://github.com/BorisIra19>

My plotofolio:

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)