

## IRADUKUNDA Boris

0783081398 • borisiradukunda18@gmail.com • KIGALI-RWANDA

Linkedin account : <https://www.linkedin.com/in/iradukunda-boris-51985327b/>

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

My plotofolio:

## EXPERIENCE

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### Keza Bethia

Kigali-Rwanda

*Customer support agent*

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

Kigali-Rwanda

*Data Enumerator*

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

Kigali-Rwanda

*Data Collector and Technical Support*

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

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### 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**

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- 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)