**Babi Kamara Hank Akim**  
Kigali, Rwanda, 4 September, 2024  
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### ****Objective****

Dedicated IT professional with a Bachelor’s Degree in Computer Science, specialized in network management and troubleshooting. Seeking the Network Operation Center (NOC) Engineer position at Broadband Systems Corporation, PLC, to leverage my technical expertise, problem-solving skills, and experience in ensuring network stability and performance in a dynamic and growth-oriented environment.

### ****Studies Carried Out****

* **2002-2008:** Primary School Certificate, KAUTA ULPGL Goma
* **2008-2016:** Secondary School Certificate in Accounting, KAUTA ULPGL Goma
* **Bachelor's Degree in Computer Science:** University of Kigali, Kigali, Rwanda

### ****Certifications****

* **CCNA (Cisco Certified Network Associate)**

### ****Professional Experience****

**Junior Web Developer**  
**Direction Générale des Recettes du Nord-Kivu (DGRN-K), Goma**  
February 2022 – Present

* Monitored network performance and conducted regular diagnostics to ensure optimal network operation and stability.
* Provided first-level technical support, addressing and resolving network alerts, events, and issues in a timely manner.
* Collaborated with cross-functional teams to troubleshoot and maintain network infrastructure, including servers, VSAT, and wireless broadband systems.
* Managed technical documentation, ensuring all processes and procedures were up-to-date and accessible.
* Engaged in continuous process improvement initiatives, contributing to enhanced network reliability and service quality.

**Web Development Consultant (Freelance)**  
April 2020 – Present

* Provided consulting services for the FONAHD-RDC NGO, including network setup and maintenance, improving organizational connectivity and communication.
* Handled multiple concurrent tasks and projects with minimal supervision, ensuring timely delivery and client satisfaction.
* Conducted market research to provide clients with strategic advice on network infrastructure and security solutions.

### ****Key Skills****

* **Network Monitoring:** Proficient in using network monitoring tools to ensure maximum service availability and performance.
* **Technical Support:** Strong experience in providing first-level support and resolving network-related issues.
* **Documentation:** Skilled in maintaining and updating technical documentation for network operations.
* **Collaboration:** Effective team player with experience working with cross-functional teams to achieve network stability and security.
* **Communication:** Strong verbal and written communication skills, with the ability to articulate technical information clearly and concisely.
* **Problem-Solving:** Analytical thinker with a proactive approach to diagnosing and resolving network issues.

### ****Professional Development****

* **Workshops:** Participated in various workshops on network management and security to stay updated with the latest industry trends.
* **Continuous Learning:** Engaged in online courses and self-study to further enhance my technical skills and certifications.

### ****Languages****

* **French:** Native
* **English:** Proficient
* **Swahili:** Proficient
* **Kinyarwanda:** Fluent

### ****References****

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