CHRISTIAN KAPITA MUBAKILAY

Gatineau, QC J8Z 3A8 | +1 343 777 8262 | kapitachristian2003@gmail.com

LinkedIn: https://bit.ly/3z2vN99 | **GitHub**: https://bit.ly/3xywqWY | **Portfolio**: https://bit.ly/3e00OSq

PROFESSIONAL SUMMARY

Full Stack developer familiar with wide range of programming utilities and languages. Knowledgeable of back-end and front-end development requirements. Patient, Creative, problem-solver with passion to build web applications from mock-up to rollout. Collaborative team player with excellent technical abilities.

TECHNICAL SKILLS

- HMTL/CSS, JavaScript, JSON, Ajax
- C++, Core Java, C#
- JQuery, Bootstrap, Node.js, Express.js, React.js, API
- SQL, MSSQL Server, MySQL, MongoDB
- Git, GitHub, Chrome dev, Deployment (Heroku)
- Troubleshooting and debugging
- Problem solving
- Bilingual, fluent in both English and French

PROJECTS

Cinco de Mayo party planner | https://bit.ly/3e11kPX | https://bit.ly/3dWktmk
- Allows users to plan their Cinco de Mayo party with drinks and tacos recipes
- API and GitHub repository
- HTML, CSS , JavaScript, JQuery, Bulma , SpoonacularAPI an TheCocktailDB

CodWeb | https://bit.ly/2UAldGE | https://bit.ly/2VowH0x
- Social media platform where new and advanced developers share and learn
- Back-end, Data structure, debugging and repository
- HTML, CSS, JavaScript, jQuery, API, Bootstrap, NodeJs, Express, Handlebars, JsonWebToken, MySQL

EXPERIENCE

Computing Analyst, 02/2021 to Current

University of Ottawa – Ottawa, ON
- Providing front line technical support and troubleshooting for computing problems related to end-users
- Recording all incidents, including initial client information
- Troubleshooting information and incident escalation using TopDesk
- Collaborating closely with other IT professionals to ensure achievements of service level objectives.

IT Support Analyst, 07/2019 to 01/2021

DXC Technology – Ottawa, ON
- Answered customer support inquiries via specialized ticket tracking platforms, including SM9 and ServiceNow.
- Supported users with software, hardware and network issues.
- Resolving Level 1 and 2 issues; escalating complex and/or high priority problems to the appropriate support groups for resolution

IT Support Specialist, 03/2015 to 03/2019
Hope Africa University – Bujumbura, Burundi
- Designed and developed a windows based application for marks submission using C#.NET and MS SQL Server.
- Delivered onsite technical support.
- Installed and configured new technology to be implemented by the University, such as hardware, operative systems, and applications
- Provided technical support to students, staff and faculty members.
- Determined hardware and network system issues using proactive troubleshooting techniques.

IT Technician, 12/2009 to 07/2012
Hope Africa University – Bujumbura, Burundi
- Designed and developed a windows based application for learning management system using VB6 and MS SQL Server.
- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

EDUCATION

Certificate: Full Stack Web Development
Carleton University - Ottawa, ON

Master of Science: Computer Science
Lovely Professional University - Punjab, India

Certificate Course in Java (JEE2) and Android
CETPA Infotech Pvt. Ltd - Noida, India

Certificate Course in C#, ASP.Net and MSSQL Server
Lovely Center for Skill Development - Punjab, India

Bachelor of Science: Computer Science
Hope Africa University - Bujumbura, Burundi