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# CHRISTIAN KAPITA MUBAKILAY

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

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## 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.

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## TECHNICAL SKILLS

- HTML/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

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## PROJECTS

**Cinco de Mayo party planner** | <https://bit.ly/3e11kPX> | <https://bit.ly/3dWktnk>

- 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 web technologies
- Back-end, Data structure, debugging and repository
- HTML, CSS, JavaScript, jQuery, API, Bootstrap, NodeJs, Express, Handlebars, JsonWebToken, MySQL

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## 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.

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## EDUCATION

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**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