KAPITA CHRISTIAN MUBAKILAY

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

Professional Summary

A full-stack web developer with passion to build web applications from mock-up to rollout. Patient, creative, problem solver, analytical thinker and adapt at working independently as well collaborating with team using Scrum and agile process. I'm currently looking for web developer opportunity that will allow me to work alongside an expert team of developers.

Skills

- HTML
- CSS
- Bootstrap
- JavaScript
- JQuery
- React
- Responsive Design
- Node.js
- C#.NET
- Core Java
- MS SQL Server
- MySQL
- MongoDB
- Express
- Git
- Problem solving
- Agile methodology : Scrum
- Bilingual, fluent in both English and French

Work Experience

Help Desk Analyst   07/2019 to Current

DXC Technology – Ottawa, ON

- Handling incoming incidents via the phone / e-mail promptly and effectively.
- Using SM9/ServiceNow ticketing systems to manage and process support actions and requests.
- Diagnosing and troubleshooting end user issues and provide the appropriate solution
- Resolving Level 1 and 2 issues; escalating complex and/or high priority problems to the appropriate support groups for resolution
- Performing account management and maintenance for various applications and systems (performs password resets and account unlock)
- Following all standard operating procedures through the effective use of Knowledge management
- Supporting end users in their use of applications such as Microsoft Office, Citrix, VPN and more
- Providing troubleshooting and configuration support for client desktop and networking environment.
- Working collaboratively to achieve individual and team goals

IT Support Specialist   03/2015 to 03/2019

Hope Africa University – Bujumbura, Burundi

- Designed and developed of a windows application for marks submission using C#.NET and MS SQL Server
- Provided maintenance to existing hardware and computer systems
- Troubleshot common IT problems
- Managed all phases of assigned projects, and assisting other staff with assigned projects as required
- Managed hardware and software inventory and ensure the inventory is up to date
- Installed and configured new technology to be implemented by the University, such as hardware, operative systems, and programs or applications
- Installed, Managed, and Configured Network equipment and Windows operating system
- Worked with windows Server, Created and managed users, computer accounts and their access to network resources in Active Directory

IT Technician 12/2010 to 07/2012

Hope Africa University – Bujumbura, Burundi

- Designed and developed a windows application for Learning management system using VB6 and MS SQL Server
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- 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.
- Contributed to the proper installation, maintenance and disposal of desktop computers and printers.
- Installed, upgraded, troubleshot and repaired desktop computers and peripherals in a networked environment

Education

Certification: Full Stack Web Developer   05/2021

Carleton University Coding Boot Camp- Ottawa, ON

Master of Science: Computer Science   08/2014

Lovely Professional University - Punjab, India

Bachelor of Science: Computer Science   12/2009

Hope Africa University - Bujumbura, Burundi

Certifications

Certificate course in Java (JEE2) and Android

CETPA Infotech Pvt. Ltd, Noida – India

Certificate Course in SQL Server

Lovely Center for Skill Development, Punjab – India

Certificate Course in C#.Net -

Lovely Center for Skill Development, Punjab – India

Certificate Course in VB.Net

AMP IT Education, Jalandhar – India