Christian Mubakilay Kapita

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LinkedIn | GitHub| Portfolio

Skilled IT professional with 6+ years in IT support, system administration and programming, including developing and integrating platforms and APIs. Knowledgeable of back-end and front-end development requirements. Creative, quick leaner, problem-solver who enjoys a challenge and can work in a team and well under pressure and who possesses customer service skills, good communication skills and attention to detail.

SKILLS

- HMTL/CSS, JavaScript, JSON, Ajax
- SDLC : Agile/Scrum
- Core Java, C#.Net, Python
- API/ RESTful API
- JQuery,Node.js, Express.js, React.js, Angular
- SQL, MSSQL Server, MySQL, Oracle
- Windows\Linux

- Git, GitHub, Chrome dev
- Deployment (Heroku)
- Bug fixes
- OAuth, JWT
- Troubleshooting and repairing programs
- Cloud computing /Microsoft Azure
- Bilingual, fluent in both English and French

PROJECTS
CodWeb | GitHub |Live

- 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

EXPERIENCE

Computing Analyst, 02/2021 to Current

University of Ottawa – Ottawa, ON
- Quickly learning new skills and applying them to daily tasks
- Supporting and troubleshooting access related issue
- Engaging in user support interactions via telephone, chat and Self-service portal platforms.
- Entering service tickets into TOPdesk to facilitate faster problem identification and resolution.
- Providing front line technical support and troubleshooting for computing issues related to end-users.

IT Support Analyst, 07/2019 to 01/2021

DXC Technology – Ottawa, ON
- Performed account management and maintenance for various applications and systems
- 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 Specialist, 03/2015 to 03/2019

Hope Africa University–Bujumbura, Burundi
- Designed, developed and maintained a windows-based application for marks submission using C#.NET and MS SQL Server.
- Reviewed code, debugged problem and corrected issue
- Tested programs and databases to identify issues and make necessary modifications.
- Analyzed and mapped data and wrote SQL scripts to extract data from SQL databases.
- Designed, developed and implemented software applications for website based on analyzed requirements and understanding of industry technical standards.
- Performed software installation and OS upgrade to support layered software packages.
- In charged with the Web services of the University (Cpanel, web mails and website).

Teaching assistant, 09/2014 to 02/2015

Hope Africa University–Bujumbura, Burundi
Assistance lecturer for courses: Object-oriented programming with Java
                         Modern concepts of programming with C++
                         Database Management system with SQL Server

IT Specialist, 12/2010 to 07/2012

Hope Africa University–Bujumbura, Burundi
- Designed, developed and maintained a distributed application for learning management system using VB6 and MS SQL Server.
- Installed, configured and provided ongoing configuration management for Mandarin and ITS-TLS library applications.
- 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 Software Developer – May 2021
Carleton University, Ottawa - Ontario

Master of Science: Computer Science – August 2014
Lovely Professional University, Punjab - India

Bachelor of Science: Computer science – December 2009
Hope Africa University, Bujumbura – Burundi

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