

Eric Mugisha

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Summary

As an accomplished computer scientist, I have a rich history of working in the fast-paced and dynamic information technology and services industry. My expertise spans various domains, including web development, Information Technology, Networking, IT Management, and Software Development, with a particular emphasis on utilizing tools such as React, Laravel, MySQL, WordPress, and PHP.

In addition to my strong foundation in computer science, I possess a Bachelor's degree from the prestigious College of Science and Technology, which has equipped me with the skills and knowledge necessary to excel in the field.

Furthermore, I have a keen interest and significant experience in the area of data analysis. I am proficient in leveraging various tools and techniques to extract valuable insights from complex datasets, helping organizations make data-driven decisions and drive growth and success. My data analysis skills include proficiency in statistical analysis, data visualization, and data modeling, among others.

With a passion for innovation and a results-driven mindset, I strive to deliver impactful solutions that drive business success. I am confident that my extensive knowledge, skills, and experience make me an ideal candidate for organizations seeking a skilled and experienced computer scientist with a strong focus on data analysis.

If you are seeking a dynamic and talented computer scientist with a strong background in data analysis, I look forward to the opportunity to connect and explore how I can contribute to your organization's success.

Experience

Technical Support Engineer

Tek Experts

May 2023 - Present (9 months)

Provide technical support to clients using Microsoft Dynamics 365 Finance and Operations, addressing inquiries and issues via various communication channels.

Conduct in-depth analysis of software discrepancies, data discrepancies, and performance issues, identifying root causes and implementing effective solutions.

Offer guidance and recommendations to clients on optimizing their utilization of the platform, tailoring it to their specific business needs.

Document and maintain detailed case records, technical knowledge articles, and solutions in the knowledge base to facilitate consistent problem-solving.

Participate in regular training sessions to stay updated on new features, updates, and best practices related to Microsoft Dynamics 365 Finance and Operations.

Engage in proactive communication with clients, updating them on issue progress, resolution steps, and preventive measures.

Full-stack Web Developer & IT

HOMIEZ

Dec 2021 - Jul 2023 (1 year 8 months)

- Troubleshooting problems with performance or user experience.
- Creating the architecture of websites, creating user interfaces for web pages, and staying current with programming language and web application developments.
- Developing and managing the website and hosting services.
- Maintaining and managing information technology and computer systems in good health.

MIS specialist and IT manager

Local Administrative Entities Development Agency (LODA)

Jul 2019 - Oct 2019 (4 months)

- Offered help desk and technical support services.
- Maintained and made sure that networks and computers were in good working order.
- Managed Information Systems and Network Performance Troubleshooting.
- Processed data entry or record updating in a database or computer system

Education

Azubi Africa

Professional, Data Analytics

Oct 2022 - Present

This module covers data modeling, SQL, decision-making, data collection, data cleaning, python programming, statistics, data visualization, machine learning, databases, data processing, problem-solving abilities, data mining, and communication.

University of Rwanda

Bachelor's degree, Computer Science

Oct 2016 - Aug 2021

Principal areas include artificial intelligence, computer systems and networks, security, database systems, human-computer interaction, vision and graphics, numerical analysis, programming languages, software engineering, bioinformatics, and the theory of computing.

Licenses & Certifications

 **Front-End JavaScript Frameworks: Angular** - The Hong Kong University of Science and Technology

 **Python data structures** - University of Michigan

Skills

Technical Support • Engineering Support • Microsoft Dynamics ERP • Microsoft Dynamics 365 • Microsoft Azure • Azure Logic Apps • Data Analysis • SQL • Databases • Management Information Systems (MIS)