

Gladys Ange Isingizwe

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education		
2022-2023	UNIVERSITY OF CALIFORNIA BERKELEY EXTENSION Full Stack Web Development Certificate.	BERKELEY, CA
2020-2020	JOB TRAIN Google IT Support Professional Certificate.	MENLO PARK, CA
2011-2015	UNIVERSITY OF RWANDA Bachelor of Science in Science and Technology. Faculty of Biology and Biotechnology department.	KIGALI, RWANDA
skills	HTML, CSS, JavaScript, jQuery, Responsive Design, Bootstrap, Progressive Web Apps, State management, handlebars, Local Storage, IndexedDB, GraphQL, MERN stack (MongoDB, Express.js, React.js, Node.js), Bcrypt, JWT, SQL, NoSQL, Client-Server, API, REST, JSON, AJAX, Heroku, Git, Shell Scripting, Unit Testing, Linting, Continuous Integration, Object-Oriented Programming (OOP), Model-View-Controller (MVC).	
experience		
12/22-03/23	UC BERKELEY EXTENSION Full Stack Web Developer Candidate Completed an intense full-stack web development program covering front-end development, back-end development, databases, and API development. Collaborated with team members on multiple projects including: <ul style="list-style-type: none">Project1: designed and built a jeopardy game, client-side web application, by integrating data received from multiple server-side API requests and deployed it using GitHub Pages.Project3: Combined a scalable MongoDB back end, a GraphQL API, an Express.js and Node.js server with a React front end, implementing user authentication with JWT to build a NewBee Financial application.Wrote and performed unit tests, integration tests, and performance tests.Actively participated in pull request reviews and collaborated with team members and partners on requirements definition, technical design, and development.	BERKELEY, CA
03/21-09/22	META Systems Engineer Apprentice Provided front-line IT support to Meta employees. Proved and gained confidence in creating automation and managing machines in an automated environment. <ul style="list-style-type: none">Delivered excellent technical/non-technical support with outstanding customer service satisfaction of 99%.Wrote a python API that automated access to an internal tool based on respective roles and saved 60% of the operational time.Contributed in developing a Linux troubleshooting wiki guide by providing 5 commands that enable the helpdesk team to investigate customers' problems.	MENLO PARK, CA
01/21-03/21	VMWARE, INC Endpoint Deployment Technician Helped with the asset lifecycle management of corporate computer assets such as laptops, desktops, workstations, servers, monitors and computer accessories. <ul style="list-style-type: none">Handled the hardware lifecycle for 20+ equipment deployed to VMWare colleagues within USA/Canada locations daily.Managed ticket queue and configured 100+ systems for new hires prior to deployment monthly.	PALO ALTO, CA
09/20-12/20	JOB TRAIN IT Service Support Professional Trainee Completed an intense remote Google IT Services & Support Professional training with strong technical troubleshooting skills, deep understanding on how to manage and configure servers, and how to utilise systems administration knowledge to plan and improve processes for the IT environment. <ul style="list-style-type: none">Diagnosed and resolved common internet connection problems for both PC and Mac.Created users and maintained group policies in Active directory environment.	MENLO PARK, CA
10/16-10/19	ZIPLINE INTERNATIONAL Customer Success and Operations lead <ul style="list-style-type: none">Translated customers feedback into product features and worked closely with the software engineering team to ensure that all acceptance criteria are met.Provided 5KPIs metrics to manage stakeholders and customer success.	KIGALI, RW
activities	Guide and mentor young Rwandese professionals with non traditional technical background to break into tech industry.	