Gladys Ange Isingizwe
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education

2022-2023	**UNIVERSITY OF CALIFORNIA BERKELEY EXTENSION**	**BERKELEY, CA**

Full Stack Web Development Certificate.

2020-2020	**JOB TRAIN**	**MENLO PARK, CA**

Google IT Support Professional Certificate.

2011-2015	**UNIVERSITY OF RWANDA**	**KIGALI, RWANDA**

Bachelor of Science in Science and Technology. Faculty of Biology and Biotechnology department.

skills

HTML, CSS, JavaScript, jQuerry, Responsive Design, Bootstrap, Progressive Web Apps, State management, handlebars, Local Storage, IndexDB, 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**	**BERKELEY, CA**

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:
- 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.
- Project2: Combined a robust back end with servers, databases, advanced APIs, and user authentication to an intuitive front end to create a project panda application.
- 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.

03/21-09/22	**META**	**MENLO PARK, CA**

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.
- 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.

01/21-03/21	**VMWARE, INC**	**PALO ALTO, CA**

Endpoint Deployment Technician

Helped with the asset lifecycle management of corporate computer assets such as laptops, desktops, workstations, servers, monitors and computer accessories.
- 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.
- Prepared, imaged 15+ new & used computers and deployed them as needed.

09/20-12/20	**JOB TRAIN**	**MENLO PARK, CA**

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.
- Diagnosed and resolved common internet connection problems for both PC and Mac.
- Created users and maintained group policies in Active directory environment.