

SHEMA VIERRY

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396ST, Kicukiro, Kigali

PROFESSIONAL SUMMARY

IT Support Associate with expertise in troubleshooting software and hardware issues. Strong problem-solving skills and a commitment to enhancing user experiences.

EXPERIENCE

Devslab

IT Associates

January, 2023 - 2024 (Part Time Job)

- Installation, setup, and maintenance of computer hardware equipment and software programs.
- Troubleshooting, debugging, and upgrading existing systems.

Tek Experts (OpenText)

August, 2022 – 2024

Technical Support Engineer Level 2 (OpenText Access Manager)

- Analyze and diagnose customer-reported issues with Access Manager
- Utilize debugging tools, log analysis, and knowledge to identify the root cause of problems.
- Escalate complex technical issues to the product development teams when necessary.
- Handle customer queries and complaints received directly or through the company support organization.
- Managed ITIL-based processes, specifically focusing on Fault Management and Change Management, to ensure efficient resolution of incidents and seamless implementation of changes.

SOLVIT Africa

Backend Developer Intern

January to August 2022

- Developing and maintaining server-side logic and APIs using Laravel framework
- Designing and implementing efficient and scalable database structures and models
- Writing clean, reusable, and optimized code in PHP and Laravel

ITDEVs

Software Developer & IT Support

December 2017 to 2018

- Conducting thorough code reviews and assisting in the identification of potential bugs or vulnerabilities
 - Skilled in testing, defect resolution, programming languages, and troubleshooting
 - Effective in managing client relationships and collaborating with cross-functional teams
- Committed to continuous improvement and staying updated with industry trends.

EDUCATION

Adventist University of Central Africa (2018-2023)

Bachelor Degree in Software Engineering

CERTIFICATES

AWS Certified Cloud Practitioner (January 09, 2023)

OPSWAT File Security Associate (OFSA) (September 05, 2022)

2022 SOLVIT AFRICA From January to August 2022(Certificate)

2020 Nathan House: The Complete Cyber Security Course: Hackers Exposed! November 26th
2020(Certificate)

LANGUAGES

English	Intermediate
French	Intermediate

REFERENCES

Irafasha Tuyisenge Hubert
Managing Director at Devslab
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Manager at SuperB Novas
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