

Masaka, Kigali City, Rwanda
Email: musejnluc02@gmail.com
Phone: +250 787 326 362

IT Manager
Bridges to Prosperity
Kigali, Rwanda

RE: Application for IT Coordinator Position

Dear IT Manager,

I am writing to express my strong interest in the IT Coordinator position at Bridges to Prosperity. With my Bachelor's degree in Business Information Technology from the University of Rwanda and over three years of hands-on experience providing Level 1 and Level 2 technical support, managing hardware and software systems, and implementing information security solutions, I am well-prepared to ensure the smooth operation of your Kigali office IT infrastructure while delivering responsive customer service to your team.

My current role as ICT for Development Professional Intern at WaterAid Rwanda directly aligns with your key requirements. I provide comprehensive technical support across Google Workspace, Microsoft 365, cloud storage platforms, and collaboration tools to 32+ staff members while maintaining network infrastructure using Cisco systems. I successfully deployed Microsoft Intune for endpoint management and security compliance, implemented automated backup systems with cloud-based storage solutions, and maintained 99.8% system uptime through proactive monitoring and maintenance.

Throughout my career supporting multicultural teams at WaterAid, GardaWorld, and Ameki Color Rwanda, I have developed strong analytical skills for troubleshooting software, hardware, and networking issues. My experience includes installing, configuring, and maintaining laptops, tablets, and printers; providing technical support for video conferencing solutions; conducting regular hardware inventory updates; and performing periodic software installations and updates across Windows and MacOS systems. This hands-on experience in providing both onsite and remote support positions me well to coordinate IT support issues and promote IT policy compliance across your organization.

I am particularly drawn to Bridges to Prosperity's mission to solve poverty caused by rural isolation through innovative infrastructure solutions. My passion for leveraging technology to optimize business processes, combined with my strong desire to self-educate and embrace emerging technologies, aligns perfectly with your organization's values.

I am excited about the opportunity to provide quality and timely end-user support to the B2P Kigali team while promoting learning and development in technology usage. My proven track record can contribute to B2P's mission of creating safe access for geographically isolated communities.

Sincerely,



JeanLuc MUSENGAYEZU