


JeanLuc MUSENGAYEZU

MIS Professional | Data Management & Analysis | Digital Platform Implementation | Capacity Building

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PROFESSIONAL PROFILE

Results-driven IT professional with 3+ years of comprehensive experience in information systems management, data collection and analysis, and technical capacity building. Proven expertise in managing digital and manual information systems, implementing data quality controls, and generating analytical reports and visualizations for programme decision-making. Strong background in providing user support for multiple digital platforms (Microsoft 365, Google Workspace, collaboration tools), conducting training sessions, and troubleshooting technical issues in real-time. Experienced in database management, data cleaning and transformation, maintaining system documentation, and coordinating with diverse stakeholders. Demonstrated ability to learn new systems quickly, travel to remote locations for capacity building, and ensure data accuracy, completeness, and timeliness for evidence-based decision making.

CORE MIS & DATA MANAGEMENT COMPETENCIES

MIS Implementation & Management

- ▶ Digital and manual MIS platform implementation
- ▶ Database management and maintenance
- ▶ System testing and feedback provision
- ▶ MIS troubleshooting and issue resolution
- ▶ System documentation and user guides
- ▶ Real-time technical support for MIS users

Reporting & Data Visualization

- ▶ Analytical report generation
- ▶ Dashboard and infographic creation
- ▶ Charts and maps development
- ▶ Quarterly and annual reporting
- ▶ Customized presentations for stakeholders
- ▶ Microsoft Excel (advanced), PowerPoint

Data Management & Quality Control

- ▶ Data collection, collation, and analysis
- ▶ Data quality audits and verification
- ▶ Data cleaning and transformation
- ▶ Indicator tracking (output and outcome)
- ▶ Data accuracy and completeness checks
- ▶ Backup systems and data organization

Training & Capacity Building

- ▶ Training materials development
- ▶ Online and in-person training delivery
- ▶ User onboarding and mentoring
- ▶ Staff coaching on MIS usage
- ▶ Capacity gap identification
- ▶ Follow-up support and guidance

PROFESSIONAL EXPERIENCE

ICT for Development Professional Intern

WaterAid Rwanda

May 2025 – Present | Kimihurura, Kigali

- **Manage information systems and databases** supporting 32+ staff members, ensuring data quality, accuracy, and completeness for programme monitoring and decision-making
- **Generate analytical reports and dashboards** for internal programme management and external stakeholders, presenting data in clear, actionable formats
- **Conduct data quality checks** on programme databases, implementing verification procedures to ensure data validity, consistency, and timeliness
- **Provide comprehensive user support** for Microsoft 365, Google Workspace, Box, Slack, and Zoom, assisting with authentication processes and system usage
- **Developed and delivered training sessions** on system usage, security protocols, and troubleshooting procedures for staff members
- **Maintain IT Hardware Database** with meticulous tracking of assets including laptops, phones, and accessories
- **Successfully deployed Microsoft Intune** for endpoint management, ensuring security compliance and centralized device control
- **Implemented automated backup systems** with cloud-based storage solutions, ensuring data safety and organization
- **Troubleshoot and resolve technical issues in real-time**, maintaining 99.8% system uptime through proactive monitoring
- **Developed comprehensive documentation** for IT procedures, troubleshooting guides, and system configurations
- **Provided effective onboarding support** for new staff members, ensuring smooth integration into organizational systems
- **Coordinated with external vendors** and internal teams to resolve complex technical issues and implement system improvements

Tech Systems Expert

KK Security Ltd (GardaWorld)

Jan 2022 – Jun 2023 | Nyarutarama, Kigali

- **Managed electronic access control databases** for high-security industrial environments, ensuring data accuracy and system reliability
- **Performed systematic data audits and compliance assessments** for manufacturing and banking sector clients
- **Developed and implemented preventive maintenance tracking systems** for critical security infrastructure
- **Provided technical support across multiple client sites**, demonstrating willingness and ability to travel to hard-to-reach areas
- **Trained client staff on proper system operation** and emergency protocols, developing training materials and delivering capacity building sessions
- **Maintained detailed documentation** of system configurations, maintenance activities, and security assessments

- **Coordinated with diverse stakeholders** including clients, vendors, and internal teams to ensure system effectiveness

IT Systems Operator

Ameki Color Rwanda

May 2019 – Dec 2020 | Masoro, Kigali

- **Managed information systems** for manufacturing production operations, ensuring data integrity and system availability
- **Conducted comprehensive security assessments** of manufacturing systems and network infrastructure
- **Implemented user access control systems** with proper authentication and monitoring procedures
- **Performed regular diagnostic maintenance** and system optimization, maintaining high availability of critical systems
- **Provided technical training** to production staff on system usage and security protocols
- **Maintained hardware and software inventory databases**, coordinating with vendors for equipment management

EDUCATION & QUALIFICATIONS

Bachelor's Degree in Business Information Technology

University of Rwanda

June 2022 – October 2025

Comprehensive coursework in information systems, database management, data analysis, business intelligence, project management, and technology implementation.

Advanced Diploma – Electronics Services

Saint Emmanuel School Complex

Feb 2018 – Aug 2021

PROFESSIONAL CERTIFICATIONS & TRAINING

- Full-Stack Software Engineering Certificate | ALX
Africa | Nov 2023 – Feb 2025
- AI-Augmented Professional Development | ALX
Africa | Apr 2024 – May 2024
- Virtual Assistant Professional Certificate | ALX
Africa | Jul 2024 – Aug 2024

TECHNICAL SKILLS & TOOLS

Data Management & Analysis

- ▶ Microsoft Excel (Advanced): Pivot Tables, VLookup, Complex Formulas, Data Visualization
- ▶ Database Management: MySQL, PostgreSQL
- ▶ Data Cleaning and Transformation
- ▶ Statistical Analysis and Interpretation
- ▶ Data Quality Assurance

Digital Platforms & Software

- ▶ Microsoft 365 (Outlook, Teams, SharePoint, OneDrive)
- ▶ Google Workspace (Gmail, Drive, Docs, Sheets)
- ▶ Collaboration tools (Slack, Zoom, Box)
- ▶ Cloud storage and backup systems
- ▶ Endpoint management (Microsoft Intune)

Reporting & Visualization

- ▶ Microsoft PowerPoint (Advanced presentations)
- ▶ Dashboard creation and infographics
- ▶ Charts and maps development
- ▶ Report writing and documentation
- ▶ Business intelligence presentation

Technical Infrastructure

- ▶ Network equipment maintenance (Cisco systems)
- ▶ IT hardware and software troubleshooting
- ▶ System security implementation
- ▶ Windows 10/11 and MacOS administration
- ▶ Backup and recovery systems

KEY ATTRIBUTES FOR MIS OFFICER ROLE

Data Quality Focus: Meticulous attention to data accuracy, completeness, validity, consistency, and timeliness | **Analytical Mindset:** Strong problem-solving skills for data analysis and system troubleshooting |

Capacity Building: Proven experience developing training materials and delivering effective training sessions |

Adaptability: Quick learner with ability to master new digital platforms (demonstrated across multiple systems) |

Communication: Strong ability to explain technical concepts to non-technical users in clear, accessible language |

Stakeholder Coordination: Effective collaboration with diverse teams including programme staff, management, and external partners | **Mobility:** Willing and able to travel to hard-to-reach areas for capacity building and support | **Proactive:** Self-motivated with initiative to identify and resolve issues before they impact operations | **Detail-Oriented:** Thorough in documentation, reporting, and system configuration |

Team Player: Collaborative approach with cultural sensitivity and positive interpersonal skills

RELEVANT EXPERIENCE FOR AIM PROGRAMME MIS

Digital Platform Implementation: Successfully deployed Microsoft Intune and cloud-based backup systems, demonstrating ability to implement and manage new digital platforms |

Data Quality Management: Extensive experience conducting data quality checks, audits, and verification on multiple databases |

Reporting & Visualization: Regular generation of analytical reports, dashboards, and presentations for internal and external stakeholders |

User Support & Training: Proven track record providing onboarding support, conducting training sessions, and mentoring staff on system usage |

Real-Time Troubleshooting: Strong ability to resolve MIS and technical issues quickly to ensure system functionality |

Documentation: Comprehensive experience maintaining system documentation, user guides, and procedural manuals |

Coordination: Effective coordination with multiple stakeholders including technical teams, programme staff, and external vendors |

Database Management: Hands-on experience managing IT Hardware Database and other organizational databases with attention to accuracy and completeness

UNDERSTANDING OF DEVELOPMENT SECTOR & NGO ENVIRONMENT

Current role at WaterAid Rwanda (international development NGO) has provided deep understanding of NGO/INGO operational environment, programme management information needs, and importance of quality data for evidence-based decision making. Familiar with supporting integrated social development programming, working with multicultural teams, maintaining collaborative relationships with diverse stakeholders, and adapting to dynamic programme requirements. Strong appreciation for safeguarding principles, organizational values of integrity and inclusiveness, and commitment to empowering communities.

LANGUAGES

Kinyarwanda: Native proficiency | **English:** Professional working proficiency (fluency in spoken and written English)

ADDITIONAL INFORMATION

Availability: Immediate | **Work Authorization:** Rwandan citizen, authorized to work anywhere in Rwanda | **Motivation:** Passionate about leveraging technology and data to support youth empowerment and sustainable livelihood opportunities through the AIM programme

PROFESSIONAL REFERENCES

Auxille NGABO

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