Jean Bikorimana

Nashville, Tennessee

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Entry-level software engineer with hands-on experience in C#/.NET, Python, SQL, and cloud technologies. Proven ability to build scalable systems, work with RESTful APIs, and collaborate in Agile environments. Strong foundation in data structures, algorithms, and object-oriented design. Experienced in healthcare IT support and committed to delivering clean, maintainable code that improves system performance.

TECHNICAL SKILLS

Languages: Python, C#, Java, JavaScript, SQL, Kotlin, HTML/CSS

Frameworks/Libraries: Flask, .NET Core, React, TensorFlow, Android SDK

Databases: PostgreSQL, MongoDB, SQL Server

Cloud & Tools: Azure, AWS, Git, Docker, Kubernetes, CI/CD, Agile/Scrum

Technologies: RESTful APIs, Kafka, Unit Testing (xUnit, Jest), Monitoring Tools

EDUCATION

Rhodes College | Memphis, TN

Bachelor of Science, Computer Science | Aug 2020 - May 2024

Relevant Coursework Data Structures and Algorithms, Object-Oriented Programming, Software Engineering, Databases, Machine Learning, Advanced Algorithms

EXPERIENCE

UPS | Nashville, TN

Day Part-Time Supervisor | Aug 2025 – Present

• Monitor operational metrics and performance data to identify process improvements, demonstrating strong analytical skills applicable to data-driven software development

• Lead daily operations for 20+ team members, coordinating workflow and maintaining quality standards through effective communication and collaboration

• Conduct training sessions on operational procedures and provide ongoing performance feedback, showcasing ability to mentor and support team members

Baptist Memorial Hospital | Memphis, TN

IT Help Desk | Aug 2024 – December 2024

• Managed 50+ incident and service requests daily using ServiceNow, demonstrating experience with enterprise software systems and improving first-call resolution rates by 25%

• Provided technical support for EPIC EMR and healthcare systems, ensuring minimal downtime for medical staff and gaining healthcare industry experience relevant to CVS Health

• Analyzed system logs and performance metrics to identify and resolve technical issues, developing troubleshooting skills essential for software engineering

Code Crew | Memphis, TN

Technology Coach | May 2023 – May 2025

• Mentored 20+ students in coding and web development through hands-on projects, improving student retention by 30%

• Taught programming fundamentals and software development concepts to students in grades K-9, enhancing ability to communicate technical concepts clearly

• Assisted with software installation and system troubleshooting, developing practical problem-solving skills

TECHNICAL PROJECTS

DataCook | Full-Stack Web Application with SQL

• Developed a production-ready web application using Flask and PostgreSQL, supporting 100+ concurrent users with RESTful API endpoints for CRUD operations

• Implemented user authentication system and AJAX-based dynamic updates for responsive user experience across mobile and desktop platforms

• Designed normalized database schema with complex SQL queries and joins, demonstrating strong database management and query optimization skills

• Applied Agile methodologies throughout development lifecycle, including iterative development and code reviews

CuisineSync | Mobile Application Development

• Built authentication system with MongoDB Realm Database, implementing persistent login states and secure data management

• Integrated Google Maps SDK with RESTful APIs for real-time location tracking and dynamic map updates, consuming data from external services

• Developed MVVM architecture components using asynchronous programming with Kotlin Coroutines, reducing load times by 50%

• Managed database migrations and navigated large codebases effectively, demonstrating ability to work with existing systems

ChampNet | Machine Learning Classification System

• Developed neural network models achieving 92% accuracy on test dataset, demonstrating strong understanding of algorithms and system optimization

• Processed 10,000+ image datasets with Python and OpenCV, implementing data pipeline for efficient data management and transformation

• Trained models using TensorFlow with GPU acceleration, reducing training time by 60% through performance optimization techniques