

Julien ISHIMWE
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EXPERIENCE

RWANDA MINES PETROLEUM AND GAS BOARD (RMB) **Kigali, Rwanda**
Intern, Digital information Unit **Aug 2019 – Dec 2020**

- Assisted IT support engineer in the thorough management and maintenance of computer networking and security systems.
- Maintained high level of support by consistently improving knowledge of operating systems and application software, including Windows and Linux.
- Managed to provide IT support services to institution's employee across the country On site and remotely via Telephone.

SOLID STAIR LIMITED **Kigali, Rwanda**
IT Support Engineer **July 2016 – Sept 2019**

- Troubleshoot system and network problems, diagnosing and solving hardware and software faults that resulted in big money cost savings.
- Closely monitored networking systems to effectively manage network infrastructure performance levels.

EDUCATION

Google **Kigali, Rwanda**
Google IT Support Professional Certificate **Sept 2020 – Feb 2021**

Eight-month IT support program, developed by Google, that covers Troubleshooting, Customer service, Networking, Operating systems, System administration, and Security, And includes hands-on labs

UNIVERSITY OF RWANDA **Gikondo, Rwanda**
Bachelor of Science with Honors in Business Information Technology (BIT) **Sept 2016 - Nov 2020**

CISCO **Kigali, Rwanda**
Cisco Networking Academy Introduction to networks **Jan 2021 - Present**

SKILLS

Technical Skills: Programming, Operating System, Troubleshooting, Customer service, Networking, Maintenance, System administration, and Ms365.

Languages: Fluent in Kinyarwanda, English. Working knowledge of French and Kiswahili.

REFERENCES

- **Jean Bonfils TUYISHIMIRE**, Director of Digital Information Unit at Rwanda Mines Petroleum and Gas Board (RMB), Tel: +250 788 870 836, E-mail: jeanbonfilstuyishimire@gmail.com
- **Dr Jean Claude BYUNGURA**, Head of Department of Business Information and Technology (BIT) University of Rwanda, Tel: +250 788 599 675, E-mail: byunguraj@gmail.com

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