

MUGEMA JAMES

Kigali, Rwanda

mugemajames2000@gmail.com | +250 782 176 615

LinkedIn: linkedin.com/in/mugema-james

GitHub: github.com/Mugemajames

Portfolio: mugemajames.vercel.app

PROFESSIONAL SUMMARY

Detail-oriented IT Support & Systems Technician with hands-on experience providing user support, troubleshooting systems, managing IT assets, and maintaining secure, reliable technology environments. Skilled in Windows, Linux, Active Directory, networking fundamentals, and hardware/software diagnostics. Strong understanding of cybersecurity basics, system maintenance, and IT operations.

CORE SKILLS

Technical Support & Operations: User support, Windows/macOS/Linux troubleshooting, Office 365, application support, hardware repair.

Systems & Infrastructure: Active Directory, Windows Server, Linux, maintenance, IT asset management.

Networking & Security: LAN/WAN, DNS, DHCP, TCP/IP, WiFi troubleshooting, antivirus, cybersecurity basics, VLANs.

Additional: React.js, Docker, scripting, strong communication.

PROFESSIONAL EXPERIENCE

IT Support Technician – Pyramid Pharma Ltd

05/2023 – 04/2024 | Kigali, Rwanda

- Delivered daily technical support, resolving hardware, software, and network issues.
- Installed, configured, and upgraded Windows OS and applications.
- Managed Active Directory user accounts and permissions.
- Troubleshoot LAN/WiFi and maintained IT documentation.

Field Technician – Ericsson Rwanda/Madagascar

05/2024 – 08/2025 | Rwanda & Madagascar

- Installed telecom equipment including routers, antennas, and transmission nodes.
- Performed diagnostics to maintain network uptime.
- Conducted drive tests and optimized network KPIs using TEMS, Actix, and NPO tools.

React Developer – KLab Tech Hub

06/2022 – 02/2023 | Kigali, Rwanda

- Built full-stack applications using React.js and Laravel.
 - Integrated REST APIs, implemented secure authentication, and used Git workflows.
-

PROJECTS

File Integrity Monitoring – Wazuh SIEM: Implemented FIM with Windows & Linux agents for real-time detection.

Active Directory Security Monitoring: Tracked login anomalies, GPO changes, and privilege escalations.

Security Log Monitoring – Wazuh SIEM: Centralized log collection for Windows & Linux endpoints.

Active Directory Services Lab: Configured DNS, DHCP, domain join, and GPOs for a secure AD environment.

KigaliRent Web App – React.js: Built responsive rental platform using reusable components.

Network Security Lab – FortiGate: Designed VLANs, firewall rules, and segmentation.

EDUCATION & CERTIFICATIONS

Bachelor in Network and Communication Systems

Adventist University of Central Africa (AUCA) | 12/2020 – 11/2024

Cisco NetAcad Certifications:

- Essential Network Defense (2025)
- Introduction to Cybersecurity (2025)
- NDG Essential Linux (2023)

KLab TechUp Skills: Software Development (2023)

Powered by



DECLARATION OF COMPLETION

James Mugema

has successfully completed the online course

Azure Fundamentals

This professional has demonstrated initiative and a commitment to
deepening their skills and advancing their career. Well done!

7th October 2025


Krishna Kumar
CEO, Simplilearn

This certificate is issued solely for the purpose of acknowledging completion of Microsoft Courses on the Simplilearn portal and is not an official Microsoft certification.

Profile > Badges & Certificates >



This certificate is awarded to

Mugema james

for successfully completing

Introduction to Cybersecurity

offered by Networking Academy
through the Cisco Networking Academy program.

Lynn Bloomer

Lynn Bloomer
Director
Cisco Networking Academy

27 Aug 2025
Completion Date



This certificate is awarded to

Mugema james

for successfully completing

Network Defense

offered by Networking Academy
through the Cisco Networking Academy program.

Lynn Bloomer

Lynn Bloomer
Director
Cisco Networking Academy

30 Aug 2025
Completion Date



bium Burdenverband
IT-Mittelstand e.V.

CERTIFICATE OF PARTICIPATION



In Tech Upskill Program

Mugema James

has successfully completed 4 months Tech Upskill training in software domain
from June - September offered by kLab Rwanda.

Content of the Training were: UI/UX, HTML, CSS, JavaScript, Laravel

Date: 10 / 02 / 2023

Mr.Alex Ntare:
(CEO ICT Chamber)

Dr. Geraldine Schmitz:
(AIPI Project Director)

Implemented by a consortium of:



This certificate is awarded to

Mugema james

for successfully completing

Partner: NDG Linux Essentials

through the Cisco Networking Academy program.

Lynn Bloomer

Lynn Bloomer
Director
Cisco Networking Academy

17 Apr 2023
Completion Date