

# MUGEMA JAMES

Kigali, Rwanda

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Portfolio: [mugemajames.vercel.app](https://mugemajames.vercel.app)

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## 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.

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## 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.

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## 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.
- Troubleshot 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.
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## **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.

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## **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)

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Microsoft



# 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!

7<sup>th</sup> October 2025

A blue ink signature of Krishna Kumar.

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.



This certificate is awarded to

**Mugema james**

for successfully completing

**Introduction to Cybersecurity**

offered by Networking Academy  
through the Cisco Networking Academy program.

A stylized, handwritten signature of Lynn Bloomer in black ink.

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.

A stylized, handwritten signature in black ink that reads "Lynn Bloomer".

Lynn Bloomer  
Director  
Cisco Networking Academy

**30 Aug 2025**  
Completion Date

# 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