Ngoga Serge

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SUMMARY

Versatile software engineer with experience in **full-stack development** and **technical support**. Proficient in Spring Boot, React, and PostgreSQL. Skilled at building scalable systems and troubleshooting complex issues. Thrives in collaborative environments.

EXPERIENCE

Software Engineer Intern

Desc Softlab   **February 2025 – April 2025, Kigali, Rwanda**

· Developed full-stack web features using Java Spring Boot and React.js, delivering 8+ functional components for internal admin and user portals.
· Built and integrated RESTful APIs, reducing API response time by 30% and improving system scalability.
· Worked directly with clients to gather requirements, troubleshoot technical issues, and deliver tailored software solutions.
· Improved UI responsiveness and reduced user issues by 40% through better frontend-backend integration.
· Collaborated in a 5-member Agile team, managing codebase with Git/GitHub, and participated in 15+ successful sprint reviews.

Application Engineer & IT Infrastructure Intern

Rwanda Revenue Authority   **September 2024 – December 2024, Kigali, Rwanda**

· Developed and configured software applications for internal teams, improving operational efficiency by **20%** through automation of routine tasks.
· Troubleshot and resolved application issues, reducing downtime by **30%** and improving user satisfaction.
· Assisted in the deployment and integration of APIs, accelerating development cycles by **15%**.
· Collaborated with cross-functional teams to gather requirements and deliver customized solutions, reducing backlog tickets by **25%**.
· Provided Tier 1 & Tier 2 technical support to over **50+ end-users**, ensuring consistent uptime and rapid issue resolution.
· Set up and maintained servers, network devices, and user workstations, achieving **99.9% network availability**.

Technical Customer Support Agent

Worldwide E-learning Campus   **March 2024 – August 2024, Kigali, Rwanda**

· Provided first-level technical support to customers via email, phone, and chat, resolving software and hardware issues efficiently.
· Diagnosed and troubleshooted user-reported problems, ensuring high customer satisfaction and timely resolution.
· Collaborated with cross-functional teams (engineering, QA, product) to escalate and resolve complex technical issues.
· Educated customers on product features, configurations, and best practices to improve user experience and reduce repeat inquiries.

TECHNICAL PROJECTS

Personal Expense Tracker

github.com/Ngogaserge/FinSight.git

· Built **FinSight**, a cross-platform personal finance tracker using Flutter, enabling users to record income and expenses, set budgets, and view categorized financial reports. Designed a responsive UI with seamless navigation for mobile platforms. Implemented features such as real-time data tracking, budget alerts, and monthly summary reports.

Online Voting System

github.com/Ngogaserge/VoteCast

· Built a secure, scalable voting platform using Spring Boot and React, supporting 500+ concurrent users. Implemented Role-Based Access Control (RBAC), reducing unauthorized access attempts by 95%.Integrated GitHub and Gmail authentication, increasing sign-up efficiency and boosting user onboarding by 40%.

EDUCATION

Diploma in Software Engineering

Adventist University of Central Africa · Kigali, Rwanda · 2024

SKILLS

Technical Support: Troubleshooting, debugging, system maintenance

Language: Python, Java, C, C#, JavaScript, Dart, TypeScript, HTML, CSS

Framework: Django, Spring, React, Flutter, NextJS, Flask, BootStrap, Tailwind

DevOps & Cloud: AWS, Azure, Kubernetes, Docker

CERTIFICATIONS

Networking Essentials
Cisco Networking Academy · 2024

Introduction to Network Operations
Internet Society · 2024