

NDAYISHIMIYE MIZERO Placide

KIGALI, RWANDA

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Technical Support Engineer|| Software Developer

Professional Summary

Dedicated and detail-oriented professional with extensive experience in technical support and IT management. Experienced in providing technical support, developing software solutions, and managing IT infrastructure. Highly motivated to bridge the gap between technology and real-world applications.

Skills

- **Programming Languages:** Python, C++, Java
- **Database Management:** MySQL, PostgreSQL
- **Operating Systems:** Linux, Windows
- **Software Tools:** Microsoft Dynamics CRM, Microsoft Office, ROS (Robot Operating System)
- **Data Security and Networking**
- **Hardware and Software Repair**

Professional Experience

Technical Support Engineer

Tek Experts | Kigali, Rwanda | October 2023 – Present

- Provide expert-level technical support for Microsoft Dynamics CRM to global clients, ensuring seamless system functionality and issue resolution.
- Diagnose and troubleshoot issues related to CRM configurations, workflows, plugins, and integrations.
- Guide clients through complex technical problems, offering solutions that enhance business operations.
- Collaborate with development teams to address bugs and implement system updates, ensuring optimal performance.
- **Programming Skills Used:** Python for automation tasks, basic scripting within Microsoft Dynamics CRM.

IT Manager

Reading Technology | Kigali, Rwanda | September 2021 – October 2023

- Managed IT infrastructure, providing both software and hardware maintenance to ensure system reliability.
- Developed custom software solutions that streamlined operations for various institutions, improving efficiency and productivity.
- Led a team in troubleshooting and resolving complex technical issues, ensuring minimal downtime for clients.
- **Programming Skills Used:** Python, Java for software development; SQL for database management.

Assistant Engineer

Tsquared Robotics | Kigali, Rwanda | January 2021 – August 2021

- Developed training materials on robot mechanisms, sensor applications, and programming concepts.
- Conducted hands-on sessions on designing, building, and programming robots.
- Introduced trainees to ROS (Robot Operating System) and Python for robot control.
- Organized workshops focused on troubleshooting robotic systems.
- **Programming Skills Used:** Python, C++ for robotics programming, ROS for robot control.

Education

Bachelor's Degree in Computer Science

University of Rwanda | November 2018 – December 2022

- Developed advanced skills in software engineering, database management, and system security.
- Specialized in algorithm design, artificial intelligence, and cloud computing.
- Gained experience in project management and team collaboration through various group projects.

High School Degree in Computer Science

Ecole Technique Saint Kizito Save | January 2015 – November 2017

- Acquired foundational knowledge in programming languages, including HTML, CSS, and JavaScript.
- Learned basic networking concepts, computer architecture, and system troubleshooting.
- Developed skills in problem-solving and logical thinking through practical assignments and coding exercises.

Certifications

- Certified in Python Programming
- Certified Robotics Educator

REFERENCES

BWIZA ESPERANCE || Reading Technology Managing Director Manager

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