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📍 Louisville, KY 40291

PROFESSIONAL SUMMARY

Dependable with strong analytical skills, skilled at providing exceptional regional support and ensuring smooth operations. Extensive experience in troubleshooting technical issues, managing client relationships, and coordinating with cross-functional teams. Consistently maintains high standards of accuracy and efficiency, demonstrating solid work ethic and commitment to achieving optimal results.

SKILLS

- IT troubleshooting
- Remote support
- Compliance management
- Sales support
- System administration
- Mobile device management
- Server maintenance

CERTIFICATIONS

- Certified Mobile notary and Signing Agent
- Computer hardware

LANGUAGES

- kinyrwanda | Native
- born speaking
- Swahili | Fluent
- learned in school
- English | Fluent

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EXPERIENCE

Regional Support Specialist Mar 2022 – Present
Kentucky transportation cabnate Louisville, KY

- Resolved escalated customer issues promptly by working closely with internal clerks.
- Coordinated with remote teams on projects related to process improvement initiatives that increased efficiency across multiple locations.

Musical Intrument Player Jul 2021 – Present
Living Christian Church Internbation US

- Committed to growing in musical skills and knowledge
- Playing musical instruments, conducting them and maintaining proper working of all the machines.

Inventory Controller Nov 2022 – Dec 2024
Zenith US

- Responsible for overseeing inventory control processes and procedures
- Manage and maintain accurate inventory records
- Implement inventory tracking systems to improve efficiency.

EDUCATION

Associate of Applied Science in Computer Information Technology Candidate Expected graduation May 2026
Jefferson Community & Technical Collage Louisville
GPA: 2.9

Relevant Coursework

- CIT 170: Database Design fundamental(4254_55z1)
- CIT120: Computational Thinking

Awards & Honors

- CIT111:Computer hardware and Software

Extracurricular Activities

- Student Leadership Academy
- Youth leader at church

Diploma May 2023
Iroquois High School KY

VOLUNTEER EXPERIENCE

Church Youth Leader May 2024 – Present
Living Christian International Louisville, KY

- Developed lesson plans based on Biblical teachings that were relevant to teenagers' lives today.

- born speaking and learned in school

AWARDS

- Certified Mobile notary and Signing Agent
- Computer hardware
- Community service award
- Translating award

- Provided pastoral counseling to teens dealing with personal issues and life challenges.

Interpreter

Churches and organizations

Oct 2023 – Present
Louisville, KY

- Demonstrated excellent communication and interpersonal skills to liaise with clients from diverse cultural backgrounds.
- Summarized and provided detailed information while remaining true to the original meaning.
- Delivered presentations on language and cultural topics.