Roseline Dangazela

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Professional Summary

Information Technology graduate with strong foundational knowledge in IT systems, end-user computing, databases, and application support. Hands-on experience supporting software systems, troubleshooting hardware and network issues, and working with SQL databases and cloud-based tools. Highly motivated, detail-oriented, and eager to gain practical experience in a healthcare IT environment.

Technical Skills

- End User Computing Support (Windows, MS Office, user troubleshooting)
- IT Support & Troubleshooting (hardware, software, networking)
- Databases: Microsoft SQL Server, MySQL
- Cloud & DevOps: Microsoft Azure, Azure DevOps (basic)
- Applications Support & System Monitoring
- IT Security: access control, backups, data integrity
- Version Control: Git & GitHub
- Operating Systems: Windows, Linux (basic)

Education

Bachelor of Science in Computer Science
University of the People
Status: Completed / Final Year

Relevant Projects & Practical Experience

- **IT Support & System Management Projects**
  Assisted with configuring user accounts, managing permissions, and supporting application systems using best practices for governance and security.
- **Database & Application Support**
  Worked with SQL databases to store, retrieve, and manage structured data. Supported backend services and REST APIs used in production-style applications.
- **Cloud & DevOps Exposure**
  Gained hands-on exposure to Microsoft Azure and Azure DevOps for deployment, version control, and basic CI/CD workflows.

Core Competencies

- Problem-solving & analytical thinking
- Strong verbal and written communication
- Customer service & user support orientation
- Ethical behavior & confidentiality awareness
- Resilience and adaptability
- Team collaboration & relationship building

Availability

Available to start immediately. Eligible and willing to participate in HWSETA-registered internship programs.