SHEJA DAVID

📞 +250786465248
+23057105778

📍 Shejadavid11@gmail.com

in www.linkedin.com/in/sheja-david

SUMMARY

A driven and versatile Future Computer Science graduate and IT professional, currently gaining hands-on experience across web development, technical support, and business operations. With a strong foundation in both software engineering and IT systems management, I bring a well-rounded skill set that bridges technical execution and strategic thinking.
Proven ability to work collaboratively in cross-functional teams, manage time-sensitive tasks, and support both technical and operational needs in dynamic environments. Passionate about using technology to streamline workflows, improve efficiency, and support business growth across industries.

EXPERIENCE

Junior Front-End Developer Intern   MAY 2024- SEP 2024

Rwanda Information Society Authority (RISA)

- - Developed responsive and dynamic web applications using ReactJS and AngularJS.
- - Implemented user-friendly interfaces, enhancing user experience and accessibility.
- - Collaborated with back-end developers to integrate APIs and optimize web functionality.
- - Participated in Agile development cycles, contributing to sprint planning and stand-ups.

IT Support Assistant and KYC Analyst   APRIL 2023 - NOV 2023

MTN Rwanda

- Conducted detailed Know Your Customer (KYC) checks to verify and update customer information, ensuring regulatory compliance.
- Performed certificate audits to validate digital certifications and ensure adherence to security policies and standards.
- Collaborated with internal teams to resolve discrepancies and maintain data integrity in the customer database.
- Supported IT infrastructure by troubleshooting technical issues and assisting users across multiple departments.
- Ensured data privacy by implementing best practices for secure handling of customer information.

IT Support Assistant

FEBRUARY 2023

GVA (GROUP VIVENDI AFRICA)

- - Diagnosed and resolved hardware and software issues to minimize downtime.
- - Supported network administration tasks and implemented system updates to enhance security.
- - Delivered exceptional customer support by addressing technical queries promptly.

ASSISTANT MANAGER

AUG 2021- NOV 2021

B-TECH INVESTMENT LTD

- Provided accurate, reliable administrative support, keeping records and documentation regularly updated.
- Attended regular development programmes to enhance leadership and management abilities.
- Supervised and delegated tasks to employees to meet key productivity targets.
- Drove sales and controlled costs to support revenue and profitability targets.
- Monitored company financial performance, investments and other business ventures, ensuring business stayed profitable and expenses stayed within budgets

Junior Network Administrator and IT Support Assistant INTERN

DEC 2021- DEC 2022

TV10 RWANDA

- Provided professional, reliable desktop, laptop and server support, reducing operational downtime due to system faults.
- Installed, configured andSupported maintenance various operating systems and applications, enhancing system capabilities. (Windows, linux)
- Collaborate effectively with IT support teams, enabling swift maintenance and repair for system faults.
- Installed improved network solutions, increasing computer performance and eliminating recurring malfunctions.

EDUCATION

-Bachelor of Computer Science (Systems Engineering)

Middlesex University, Mauritius

- Higher National Diploma in Computer Networking

- Computer Science Graduate (Dissertation in Networking)

S.O.S Technical HS, Rwanda

SKILLS

- **Programming Languages**: Python, JavaScript, Java, C, C#, SQL, Bash
- **Front-End Development**:ReactJS, AngularJS, HTML5, CSS3, Bootstrap, DOM manipulation, Responsive Design, Basic UX/UI Design Principles   NOW
- **Backend Development**: Node.js, Express.js, MongoDB, SQLite, RESTful APIs, JSON data handling, Local Storage, CRUD operations
- **Data Science & Machine Learning**: **TABLEAU Software,** Pandas, NumPy, Scikit-learn, Logistic Regression, Classification Models, Data Cleaning, Data Anonymization, Matplotlib, Seaborn, Excel , machine learning algorithms
- **DevOps & Tools:** Git & GitHub (version control), Docker (containers), Postman (API testing), Azure (basic familiarity), GitHub Actions (CI/CD)
- **Database & Storage**: MongoDB, SQLite, Firebase (basic), JSON-based local storage, Data modeling
- **Networking & IT Systems**: Desktop support, IT Infrastructure Setup & Troubleshooting, Server Room Management, System Maintenance (Windows/Linux), CLU
- **Operating Systems:** Windows 10/11, Linux (Ubuntu, Debian), macOS
- **Soft Skills:** Communication, customer support, Team work, problem-solving

LICENSES AND CERTIFICATION

- Security Intelligence Engineer Certificate
- Cybersecurity Intro Certificate
- Networking Diploma

LANGUAGES

English, French: **Native Proficiency**

Kinyarwanda: **Advanced**

ADDITIONAL INFORMATION

- Driving license