

# Tresor Mupole

I am not rigid, I think outside the box. I am able to adapt to challenging issues and find the work-around, I enthusiastically communicate and provide quality services to the clients. I am always spreading positivity at the workplace to better motivate my teammates so as to achieve our objectives.

Kigali, Rwanda

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## EXPERIENCE

### Hotpoint Appliances, Kigali — *Computer Support specialist*

March 2019 - January 2020

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company

## EDUCATION

### BYU-Idaho , USA — *Bachelor of technology*

Jan 2020 - Still enrollment

In Automotive electrical engineering

### Davis College, Rwanda — *Advanced diploma*

July 2020 - Still enrolled

In Information Systems

### Igihozo saint peter secondary school, Rwanda — *Highschool diploma*

Jan 2016 - Nov 2018

In Information Systems

## SKILLS

- Data Analysis
- Leadership
- Communication
- Teamwork
- Customer care
- IT support
- Networking
- Programming

## Certifications & Courses

The Future of Payment Technologies Certificate, University of Michigan (2020).

Technology Leadership and Entrepreneurship Certificate, Peter the Great St. Petersburg Polytechnic University (2020).

## LANGUAGES

- English *Advanced*
- Kinyarwanda *Advanced*
- French *Intermediate*
- Swahili *Intermediate*

