



## Emmanuel Uwingabire

**Date of birth:** 01/01/1999 | **Nationality:** Rwandan | **Phone number:**

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**Address:** Jabana-Gitega, Bweramvura, Kigali, Rwanda (Home)

### WORK EXPERIENCE

10/06/2022 – 26/03/2024 Gisenyi, Rwanda

**IT OFFICER RUHIMBAZA COMPANY LTD**

- Manage IT operations,, ensuring smooth technological infrastructure for the company.
- Oversee troubleshooting, maintenance, and upgrading of IT systems.
- Provide training and support to employees regarding IT best practices.
- maintenance of computers
- relations with suppliers

01/10/2020 – 06/12/2021 Gisenyi, Rwanda

**ONLINE SERVICE GIVER ALL IN ONE COLLECTION LTD**

- Handled customer service queries and managed online transactions.
- Ensured timely responses to customer inquiries and provided product information online.

08/05/2024 – 07/11/2024 Kigali, Rwanda

**TECHNICAL SUPPORT INTERN TRIPLES BUSINESS GROUP LTD**

- Provided technical support to customers via email, chat, and phone.
- Troubleshooter and resolved basic technical issues.
- Assisted customers in navigating software and hardware.

### EDUCATION AND TRAINING

03/09/2020 – 22/11/2024 Gisenyi, Rwanda

**BACHELOR'S IN BUSINESS INFORMATION TECHNOLOGY** University of Tourism Technology and business studies

**Website** [www.utb.ac.rw](http://www.utb.ac.rw) | **Level in EQF** EQF level 6

02/05/2024 – 10/08/2024 Online

**CERTIFICATE OF INTRODUCTION TO CYBERSECURITY** Cisco Networking Academy

**Website** [www.netacad.com](http://www.netacad.com) | **Level in EQF** EQF level 3

20/09/2021 – 21/06/2022 Gisenyi/Online, Rwanda

**CERTIFICATE OF INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL)** university of Tourism, Technology and business Studies/ICDL Africa

**Website** <https://africa.skillsbox.com> | **Level in EQF** EQF level 4

09/07/2022 – 30/04/2023 Online

**CERTIFICATE IN HTML** Sololearn

**Website** [www.sololearn.com](http://www.sololearn.com) | **Level in EQF** EQF level 4

Website [www.sololearn.com](http://www.sololearn.com) | Level in EQF EQF level 3

Website [www.sololearn.com](http://www.sololearn.com) | Level in EQF EQF level 4

Website [www.netacad.com](http://www.netacad.com) | Level in EQF EQF level 3

Website [www.ef.com](http://www.ef.com) | Level in EQF EQF level 5

● **LANGUAGE SKILLS**

Mother tongue(s): **KINYARWANDA**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	B2	C2	C1	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Internet navigation and research

**Office Tools**

Microsoft Excel | Microsoft Powerpoint | IT systems troubleshooting and maintenance | Microsoft Word | Outlook

**IT Administration**

Managing technological infrastructures | Foundational networking knowledge

**Digital Communication**

Data Organization and Analysis | Social media platforms for marketing and communication

**Technical Proficiency**

Programming: HTML, CSS, Java | Cybersecurity

**Other Skills**

Zoom | Google Docs | LinkedIn

● **HOBBIES AND INTERESTS**

**Fitness and Wellness, Reading, Technology, Volunteer Work**

- I stay active through fitness and wellness, engaging in activities like jogging, yoga, and strength training.
- I enjoy reading, exploring various genres to expand my knowledge.
- My passion for technology drives me to keep up with emerging trends and tools. Additionally, I dedicate time to volunteer work, giving back to the community by supporting social initiatives and making a positive impact in people’s lives.

These hobbies reflect my commitment to growth, learning, and contributing meaningfully to others

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*Dedicated to continuous learning and skill development, currently enhancing technical and professional expertise*

Kigali, Rwanda , 17/01/2025

A handwritten signature in blue ink, consisting of a large, stylized 'E' followed by a smaller, more complex mark.

Emmanuel Uwingabire