

Systems Administrator Systems Administrator Wheaton, IL Work Experience Systems Administrator
Ministry of Trade and Industry - Kigali December 2010 to December 2012 Responsibilities Develop
and implement IT action plan, 1 year system maintenance plan. Lead development of petroleum
software development, asset management system and management, maintenance and update of
Minicom laserfiche e-filing system Direct implementation of videoconference system in Minicom and
its agencies Plan, lead and update redesign of Minicom website Develop and implement
technology infrastructure for data processing facility and security in the Ministry Provide an IT
Helpdesk service delivering first-tier support for staff regarding computer, program, network, and
server issues. Accept calls for technical support via phone and email and diagnose any faults
found or reported and ensure responses in a timely manner. Education BA in Computer Science
National University of Rwanda - Huye, Rwanda 2003 to 2008

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