Alice Muhimpundu

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# OBJECtive STAtement

Seeking a software developer internship position.

# Education

* **Bachelor of Computer Science** May 2008

Laval University, Quebec, Canada

* **Java Programming Certificate** September 2015

University of Washington, Seattle, WA

* **.Net Development Certificate** August 2013

University of Washington, Seattle, WA

# TECHNICAL SKILLS

* Programming languages: Java, C#
* IDE: Eclipse, Microsoft Visual Studio

# Experience

**Sage Software Canada** Richmond, BC, Canada

Customer Support Analyst 2012 – 2013

* Solved technical issues regarding Sage 50 Canada
* Established patterns to reoccurring issues and provided input to development teams
* Created and modified articles to help clients and coworkers fix issues that may arise in the future

**Prime Signal** Richmond, BC, Canada

Technical Support Specialist 2012

* Troubleshot network connectivity, internet access and email issues for customers
* Set up network equipments such as Wi-Fi router, radio and access point.
* Documented the existing network by looking at running configurations and translating into Visio diagrams

**Ministry of Work** Bujumbura, Burundi

Software Developer 2010-2011

* Developed a database application to collect performance reviews used to calculate employee raise and new base pay rate
* Designed database schema