

# Esther Poli

Polieesther6@gmail.com | +250 788315196 | [LinkedIn](#) | [Github](#)

SUMMARY	
A highly motivated and skilled individual looking for opportunities to apply my knowledge and expertise to make visible change in the IT sector. I'm currently pursuing a master's degree at CMU Africa with a concentration in cyber security and software engineering. I have different skills needed to deal with cyber security issues like vulnerability Assessments, writing secure code and not only that i'm a software engineer that has experience with software engineering procedures like testing, coding, code reviews, as well as a strong ability to communicate with clients and articulate ideas effectively	
EDUCATION	
<b>Master of Science in Information Technology</b> <i>Carnegie Mellon University Africa (CMU - Africa)</i> Specializations: Software engineering, Applied Machine Learning	2021- 2023
<b>Bachelor of Science in Information Systems and Technology</b> <i>Adventist University of Central Africa (AUCA-Rwanda)</i> Specialization: Software engineering	2017- 2021
KEY EXPERIENCE	
Customer Care Executive ISON BPO RWANDA <ul style="list-style-type: none"><li>Assist and handle inbound customer service complaints and questions from a variety of customers.</li><li>utilize a Customer Relationship Management system to manage customer data and resolve service issues.</li></ul>	2017- 2020
Software engineer intern COMZAFRICA <ul style="list-style-type: none"><li>Designed and developed a web-based application in java using spring boot framework.</li><li>Used Agile Methodologies including pair programming and weekly iterations .</li><li>Used Apache Kafka to help real-time data processing ,tracking, as well as for monitoring microservices.</li></ul>	2022

<ul style="list-style-type: none"> <li>• Used docker to deploy different microservices.</li> <li>• Used Gitlab for Version Control</li> <li>• Designed endpoints of the application</li> </ul>	
SKILLS & CERTIFICATIONS	
<ul style="list-style-type: none"> <li>• Data analytical tools (basic): Python.</li> <li>• Computer languages (basic): Linux, C++, Java.</li> <li>• Web application tools: HTML, CSS.</li> <li>• Version Control: GitHub</li> <li>• Coursera: <a href="#">Data Science Math Skills</a>   <a href="#">IT Security:Defense against the digital arts</a> .</li> </ul>	
INTERESTS & ACHIEVEMENTS	
<ul style="list-style-type: none"> <li>• Interested in playing piano, swimming, doing innovations.</li> </ul>	
<ul style="list-style-type: none"> <li>• Won as best performer in the customer service week.</li> <li>• Participated in Clubs such as :womenInTech,Cyber-Sec&amp;Software engineering.</li> <li>• Registered Scrum Master</li> </ul>	