

Esther Umunyana

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WORKING EXPERIENCE

Worldwide E-Learning Campus,

Kigali, Rwanda

Tech Support – Team Leader

March 2021 – April 2022

- Led a team of 15 people to ensure customer satisfaction and compliance during their online examination.
- Trained over 50 proctors to familiarize them with the systems used to proctor and record data.
- Worked with the team to achieve monthly company objectives, such as assisting up to 500 customers per proctor.
- Collaborated with team members: Worked closely with other technical support team members to share knowledge, best practices, and problem-solving techniques. Contribute to a positive and collaborative team environment.
- Troubleshooted technical issues: Identified, diagnosed, and resolved software, hardware, or network-related problems faced by customers.
- Responded to customer inquiries: Interacted with customers via phone, or chat to understand and troubleshoot their technical problems. Provide prompt and courteous responses, ensuring a positive customer experience.
- Escalated complex issues: Identified and escalated unresolved or complex issues to appropriate internal teams, such as senior technical support specialists or developers. Collaborate with these teams to ensure timely resolution of customer issues.
- Maintained documentation: Accurately documented customer interactions, technical issues, and resolutions in a ticketing or CRM system. Keep records up-to-date to facilitate further analysis and record keeping.

Worldwide E-Learning Campus,

Kigali, Rwanda

Technical Support Intern

Dec 2020 – March 2021

- Assisted in customer inquiries: Worked closely with the technical support team to respond to customer inquiries via phone, email, or chat. Help gather information about the technical issues faced by customers and provide prompt and courteous responses.
- Troubleshooted technical issues: Collaborated with the technical support team to diagnose and resolve software, hardware, or network-related problems. Learn and utilize problem-solving skills, technical knowledge, and available resources to contribute to efficient and accurate solutions.
- Learned and followed processes: Familiarized myself with the technical support processes, guidelines, and standard operating procedures. Follow established protocols for documenting and escalating customer issues as needed.
- Provided basic technical guidance: Assisted customers in following step-by-step processes to troubleshoot common technical issues. Offer clear instructions and guidance under the supervision and guidance of experienced team members.
- Documented interactions: Accurately documented customer interactions, technical issues, and resolutions in a ticketing or CRM system. Contribute to maintaining up-to-date records to facilitate knowledge sharing and assist in future troubleshooting.
- Collaborated with team members: Worked closely with the technical support team members to learn from their experiences, share knowledge, and contribute to a positive and collaborative team environment. Assist team members in their tasks as directed.

TECHNICAL SKILLS

Active Directory	Azure	Monitoring and Reporting
Team collaboration	Communication	Power shell
C++, Javascript, Python	HTML	Continuous Learning
Trouble shooting	Scripting/Automation	Microsoft Office Suite
Problem Resolution	Migration and Upgrades	Backup and Recovery

Education

African leadership University

Kigali, Rwanda

Bachelor of Computer Science (Hons) major in Software Engineering

REFERENCES

Name: Dr Innocent Rusagara	Email: rusagara@weclearn.net	Relationship: C.E.O @ Worldwide E-learning campus
Name: Console Sibisiko	Email: sibosiko@weclearn.net	Relationship: Deputy Officer @ worldwide E-learning campus

ADDITIONAL INFORMATION

Languages: Fluent in English

Interests: Learning New Skills, Connecting with People, Reading both fiction and non-fiction, Dancing.