AMELIE UMUTONI

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SUMMARY

Motivated software engineering student with experience in IT support and a strong commitment to delivering high-quality solutions. Proficient in front-end and back-end development technologies, with a passion for leveraging technology to solve real-world problems.

EDUCATIONAL BACKGROUND

Bachelor's degree at **African Leadership University MAY2023**

 A Level certificate **Sos Technical High School 2019 - 2022**

O Level certificate at l**ycée Notre dame d'afrique 2015 - 2017**

PROFESSIONAL WORK EXPERIENCE

IT specialist and social media manager
Kabstore – kigali,rwanda may- 2023

- Optimized company website performance by 30%, minimizing downtime and ensuring a seamless user experience
- Analyzed social media data to identify customer demographics, preferences, and buying behaviors

- Participated in implementing an M.D.M. solution for BRAC-Rwanda, managing over 250 devices across the country.

- Created graphic designs for the company to post on social media

 IT SUPPORT
Connex tech – Kigali, Rwanda October 2022- march 2023

- Resolved 95% of customer technical issues by Providing technical support and guidance

- Handling complaints and ensuring a positive customer experience by rectifying software issues

- Collaborated with team members to implement solutions to customers' pain points, leading to a 30% reduction in everyday complaints

Software engineer intern

Natcom - Kigali, Rwanda January 2022- August 2022

- • Developed responsive user interfaces for e-commerce websites using HTML, CSS, and JavaScript.
- Collaborated with the design team to translate wireframes and mockups into pixel-perfect UI designs. •
- Collaborated with team members using Git for version control, branching, and merging code changes.

Junior network engineer intern
B.S.C. company – Kigali, Rwanda august 2021- October 2021

● Assisting in basic network configuration
● Assisting with troubleshooting
● Performing routine maintenance and providing support to end users.

EXTRACURRICULAR ACTIVITIES

• Actively participated in tech talks and workshops to stay updated with industry trends and emerging front-end technologies.
• Volunteered in various activities and initiatives in my community, such as mentoring children in different schools • Volunteered to deliver engaging orientation presentations to welcome new school students, fostering a sense of belonging in a community

SKILLS

- **UI/UX design**
- **Programming languages: Java, Python, JavaScript**
- **Web technologies: HTML, JavaScript, react.js**
- **Research and analytical skills**
- **Networking skills**

PROJECTS

AlumniKonnect This project is a web platform designed for university alumni to stay connected with their network with fellow alumni and explore upcoming events.
Our goal is to foster a community where members can share knowledge, discover mentorship opportunities, and support one another's professional and personal development

E-commerce Website Development for Kabstore

We developed a form of e-commerce platform using modern web such as tailwind react.js and Mysql. This platform is used for customers with seamless browsing capabilities, enabling them to explore available products, view sold-out items, and access their order history effortlessly

GITHUB URL :https://github.com/Amelieumutoni

LANGUAGES

English - excellent   ● Swahili - very good
French – very-good   ●Kinyarwanda -excellent

REFERENCES

Mr Ibrahim Hr at connex tech **contact**s:ibrahim.hr@connexteck.com
Jean-Eric Bugingo, intern supervisor at B.S.C., **contacts** Bugingoeric@gmail.com
Jean Yves, CEO of Kabstore, **contact**s kabstore1@gmail.com

I, the undersigned AMELIE UMUTONI hereby declare that all the information contained in the cv is true and correct to the best
Of my knowledge