# HERVE MUCYO

## IT SUPPORT SPECIALIST

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## CONTACT

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- Kigali, Rwanda

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## EXPERTISE

- Full stack development. (Java, PERN stack)
- Active Directory
- Technical Support
- IT Infrastructure
- Network & System Administration
- Agile methodology
- Microsoft Dynamics CRM
- Customer Service Excellence
- Adaptability
- Problem-solving
- Collaboration and Teamwork
- Effective Communication
- Organizational Skills
- Time Management

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## EDUCATION

**Information Technology**

**Adventist University of Central Africa**
2020-2024

## REFERENCES

**Laurent MANIRAHO - HOD at AUCA**

- +250788657295
- laurent.maniraho@auca.ac.rw

**Sabin HITIMANA -Network Specialist at RDB**

- +250788604141
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**Petero NIYODUSENGA - Lecturer at AUCA**

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## PROFESSIONAL EXPERIENCE

**Internship** — 08/2024 - Present

IHS Towers - Rwanda

**Legal Department**:
- Developed and maintained a comprehensive database of landlord contracts, ensuring accurate and up-to-date records.

**Finance Department:**
- Supported the procurement specialist in managing the inventory of assets, including scanning and cataloging items.

**Information Technology Intern** — 03/2024 - 06/2024

Rwanda Development Board

- Technical Support & Infrastructure Maintenance: Provided frontline technical support to end-users, resolved hardware and software issues, and assisted in maintaining network and system infrastructure, ensuring smooth operations and minimizing downtime.
- Contributed ideas towards improving customer service levels through technological advancements.
- Performed system administration tasks such as user account management and server maintenance.
- Developed and tested software applications using Java, React.js, HTML, and CSS languages.
- Installed, configured, and maintained network cabling and other networking equipment.
- Implemented security measures such as firewalls, antivirus programs, and encryption protocols.
- Communicated project information through presentations and technical reports.
- Demonstrated problem-solving skills by troubleshooting and resolving technical issues.

**Customer service operator** — 06/2023 - 09/2023

AIRTEL Rwanda

- Answered customer inquiries about products, services, policies, and procedures, ensuring high levels of customer satisfaction.
- Processed orders and returns, assisting customers in placing orders and handling returns efficiently.
- Provided technical support, troubleshooting issues, and offering technical assistance to customers.
- Demonstrated multitasking abilities by handling multiple customer cases simultaneously.
- Utilized problem-solving skills to resolve customer issues effectively.

## TRAININGS & CERTIFICATIONS

- Network Essentials - Cisco Networking Academy
- Bridge program - Carnegie Mellon University Africa
- Andela Kickstart Program - Andela
- Duolingo English Test - Duolingo English Test
- NetOps 1&2 - InternetSociety
- Isonga Tech Hub Software Development Training
- Alx Virtual Assistant

## LANGUAGES

- Kinyarwanda
- English
- French