Igirimbabazi Kayumba Regis

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❖Portfolio: https://kayumba21.github.io/REGIS-S-Portfolio/

SUMMARY

Computer engineering student, Experienced in various fields such as IT support, customer support, HR, sales, troubleshooting, hardware/software maintenance, and network configuration. Currently advancing skills through studies. Fluent in English, French, and Kinyarwanda. I'm very reliable and adaptable. To see my projects, click on the link above.

WORK EXPERIENCE

Foundever   **One-week training Feb 2025**
Customer Support Trainee   *Warsaw, PL*

- Participated in introductory training focused on communication skills, customer support tools.

Rwanda Agriculture Board (RAB)   **Nov. 2022 – Sep. 2023**
HR Assistant/junior IT support/ logistics officer   *Kigali, RW*

- As an HR assistant, I provided clerical support to the HR manager and Administrative Support. To improve the HR department's efficiency.
- **Subsidiary responsibility #1**: As JR. IT support I Performed system maintenance and updates as appropriate. I provided staff with technical support, including troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and installing software.
- **subsidiary responsibility #2**: I also had more responsibility as a logistics officer, I oversaw the replacement of all unserviceable office equipment, the Disposal of scrap and salvage, and the whole life cycle of all office equipment, I was also responsible for the Management and supply of fuel for organization's errands.

Kin Clothing Store   **Aug. 2021 – Apr. 2022**
Customer Support   *Kigali, RW*

- As customer support I provided helpful information, answered questions, responded to complaints, and resolved customer's issues with empathy and a problem-solving mindset.
- I undertook the processing of orders and transactions for customers.

Kin Electronic Store   **May. 2022 – Nov. 2022**
Salesman   *Kigali, RW*

- As a salesman I provided information about products and promotions, answered inquiries, handled inventories, and kept the store organized. I undertook the processing of orders and transactions for customers.
- I Maintained regular communication with customers to address inquiries regarding the product.
- Using my technical expertise, I repaired damaged gadgets and computer products in stock.

Vision Technology   **Sept. 2021 – Oct. 2021**
IT support   *Kigali, RW*

- I completed an academic internship where I undertook several key responsibilities I configured and installed CCTV cameras and networks, troubleshooting repairing, and maintenance of IT office equipment like Computers, laptops, printers, photocopiers, etc...

EDUCATION

Vistula University   **Oct. 2023 – present**
Computer Engineering   *Warsaw, PL*

SOS Herman Gmeiner Technical High School   **Feb. 2018 – Jul. 2021**
computer Systems, Networking, and Telecommunications   *Kigali, RW*

SKILLS, INTERESTS & LANGUAGES

- **Skills:** C#, Java, Assembly, HTML/CSS, SQL, Active directory, windows server, Ticketing systems, VMware, Oracle VirtualBox, Operating Systems, Network configuration, Office 365, Data backup, Troubleshooting/Problem-solving, Computer hardware & software repair and maintenance, learning agility, Communication, Customer service, Analysis of technical issues, sales, and persuasion, etc...
- **languages**: English (Fluent), French (Intermediate), Polish (beginner) and Kinyarwanda (Native).

I consent to the processing of my personal data for recruitment purposes under the Personal Data Protection Act and GDPR.