

# Igirimbabazi Kayumba Regis

❖Email: Kayumbaregis03@gmail.com ❖Tel: 452880885 ❖Warsaw, PL

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

## SUMMARY

Versatile professional with a solid background in IT support, HR, logistics, and customer service roles. Expert in streamlining operations and providing top-notch technical assistance. Proficient in troubleshooting, hardware/software maintenance, and network configuration. Currently advancing skills through studies in Computer Engineering. Fluent in English, French, and Kinyarwanda.

## WORK EXPERIENCE

### 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 hereby consent to the processing of personal data provided in this document for realizing the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).