

Igirimbabazi Kayumba Regis

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

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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/ logistics officer/ junior IT support

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: I also had secondary 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.
- subsidiary responsibility #2: As JR. IT support I Performed system maintenance and updates as appropriate. Provided staff with technical support, including troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and installing software.

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