

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/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#, 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.