

MUKIZA ROGER

NATIONALITY

TELEPHONE

E-MAIL

Rwandese

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ACADEMIC RECORD

Institution: University of Kigali (uok)

Degree: Bachelor's degree in Information Technology

Period:2023-2025

Institution: integrated polytechnic regional college Kigali (Iprc Kigali)

Degree: Advanced diploma in information technology

Period: 2019-2022

Institution: integrated polytechnic regional college Ngoma

Degree: high school degree in computer science

Period: 2016-2018

PROFESSIONAL EXPERIENCE AND TRAINING.

EXPERIENCE SUMMARY

My experience is most based in network infrastructure and basic programming in computerized management systems using languages like java, PHP, HTML, CSS and javascript as well as frameworks such as ReactJS, VueJS. I am familiar with computer hardware maintenance and networking devices configuration such as cisco router, cisco switch

I am self-driven and detail oriented and my career objective is to be a professional expert in information technologies

WORK EXPERIENCE

PEARSON VUE (WEC OPS)

June 2021 TO April 2022

Work as Proctor at Pearson VUE at the position of Level One Proctor Support Agent. We supported inbound calls from customers that we are proctoring LIVE and escalate their issue to help them with the platform productivity

Responsibilities:

Provided first-line support for candidates during live exam sessions, ensuring smooth operation and troubleshooting of any technical or procedural issues.

Assisted in managing and resolving candidate queries, guiding them through the testing process and addressing any concerns or issues related to exam conditions.

Responded promptly to technical issues, such as system errors or connectivity problems, troubleshooting with candidates to restore functionality.

Monitored test center environments remotely to ensure compliance with Pearson VUE's security protocols and testing standards.

ISIINE TRAINING CENTER

May/28/2022 to October 2022

Professional internship

Successfully completed a 4-month intensive training program, covering essential aspects of programming, database management, and entrepreneurship. This multi-disciplinary program equipped me with both technical and business skills to develop and implement solutions across a range of industries.

Programming: Gained hands-on experience with programming languages such as Python, Java, JavaScript, developing projects that enhanced problem-solving abilities, debugging, and code optimization.

Database Management: Developed expertise in database design, querying, and management using tools such as SQL, MySQL, MongoDB, with practical applications in creating and managing databases for real-world use cases.

Entrepreneurship: Acquired foundational knowledge in entrepreneurship, including business planning, market research, financial forecasting, and operational strategies to launch and scale new ventures.

CHER LE BIEN AIME

Computer Lab Technician

I managed the daily operations of the computer lab, ensuring that all hardware and software were functioning properly and meeting the needs of students and staff. My role involved troubleshooting technical issues, providing technical support, and maintaining a clean and organized lab environment. I worked closely with faculty and students to ensure smooth and effective use of technology for academic purposes.

Responsibilities:

Set up and maintained computers, printers, and peripheral devices in the computer lab.

Installed, configured, and updated software applications and operating systems.

Troubleshot hardware and software issues, providing timely resolution for technical problems.

Monitored lab usage and ensured a secure, safe, and orderly environment for students and staff.

Provided technical support to students, helping them navigate software and address technical issues during lab sessions.

BANK OF KIGALI (current working)

Information Technology

Service desk and support Administrator

Am responsible for providing essential IT support for banking systems, ensuring seamless operations of day-to-day banking services. I played a crucial role in troubleshooting, resolving technical issues, and supporting both staff and customers to ensure high availability, security, and performance of banking applications and infrastructure.

Responsibilities:

Provided first-line technical support for banking staff, addressing issues related to core banking systems, ATMs, payment gateways, online banking, and other banking software.

Diagnosed and troubleshoot hardware, software, and network issues, escalating complex problems to higher-level support teams when necessary.

Managing Microsoft 365 user accounts, settings, and licensing through the Microsoft 365 admin center

Troubleshooting and resolving email delivery issues, including message trace and mail flow diagnostics

Setting up and configuring Outlook for end users across desktop and web platforms

INSPIRED GENERATION BBC

Team Manager

Am responsible for overseeing team operations, logistics, and administrative functions to ensure the smooth running of the team both on and off the court. Served as the key liaison between players, coaches, league officials, and sponsors while maintaining a strong focus on team efficiency, player welfare, and operational excellence.

TECHNICAL SKILLS

- Proficiency in one or more programming languages, such as python, java, c++, or JavaScript as well as frameworks such as ReactJS, VueJS.
- Familiarity with database management systems, such as MySQL, or MongoDB
- Knowledge of software development methodologies, such as Agile or Waterfall
- Familiarity with networking and network protocols, such as TCP/IP, DNS or DHCP
- Experience with cloud computing platforms, such as AWS or Azure
- Knowledge skills of office 365 tools MSoffice,(Ms word,Exel,Power point, share point, share point,One Drive,Dynamics 365,productivity App, Microsoft Teams, Skype,Database)
- Domestic Electricity

SOFT SKILLS

- Strong analytical and problem-solving skills, with the ability to identify issues and propose solutions
- Excellent communication skills, both written and verbal, with the ability to explain technical concepts to non-technical audiences
- Strong interpersonal skills, with the ability to collaborate effectively with team members and stakeholders
- Ability to work independently and manage multiple tasks and projects simultaneously
- High attention to detail and accuracy in work

- Creativity and innovation in finding new ways to solve problems and improve processes
- Adaptability and flexibility to changing requirements and priorities

REFEREES

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I hereby declare that the information given above is true to the best of my knowledge.