

MAZIMPAKA DANNY

LEVEL 2 TECHNICAL
SUPPORT ENGINEER -
MICROSOFT 365 & AZURE
SPECIALIST

TECHNICAL SKILLS

- Microsoft 365: Exchange Online, Teams, SharePoint, Admin Center, MFA, License Management
- Azure: Azure AD, RBAC, Virtual Machines, Conditional Access, Azure CLI
- Scripting: PowerShell (user management, licensing), Bash (basics)
- IT Support Tools: Microsoft Defender, Endpoint Manager, Log Analytics
- Others: GitHub, Trello, Jira, Zendesk, Google Workspace, VPN support

CONTACT DETAILS

- 📍 Kigali, Rwanda
- ✉️ mdanny892@gmail.com |
- ☎️ +250 78 628 0873 |
- 📁 LinkedIn: linkedin.com/in/mazimpakadanny
- 🌐 GitHub: github.com/mazimpakadanny

LANGUAGE LANGUAGE

- English - Fluent
- Kinyarwanda - Native
- French - Basic

BASIC INFORMATION

Detail-oriented and customer-focused IT professional with over 1 year of hands-on experience in customer support and data operations, currently growing in the role of a Level 2 Technical Support Engineer with a focus on Microsoft 365 and Azure. Passionate about cloud technologies, identity management, and user support with a solid foundation in software engineering and technical problem-solving. Known for adaptability, attention to detail, and effective communication across technical and non-technical audiences.

EDUCATION

Adventist University of Central Africa - Kigali, Rwanda

🎓 Bachelor of Science in Software Engineering

📅 Expected Graduation: 2026

- Faculty of IT, Department of Software Engineering
- Relevant Coursework: Cloud Computing, Network Administration, Operating Systems, Cybersecurity

ES.Kanombe (EFOTEC) — Kigali, Rwanda, class of 2021

CERTIFICATIONS (PURSUING & COMPLETED)

- Microsoft Certified: Azure Fundamentals (AZ-900) - [August 2025]
- Microsoft 365 Fundamentals (MS-900) - [July 2025]
- CompTIA A+ - [Optional / In Progress]

PROFESSIONAL EXPERIENCE

Temu - Remote

Data Moderator

📅 Jan 2024 - Present

- Monitor and verify the accuracy, compliance, and quality of data across e-commerce listings
- Collaborate with global teams to enforce content standards and escalate issues
- Contributed to a 15% increase in review efficiency through streamlined moderation workflows

MTN Rwanda

Customer Executive

📅 Aug 2022 - Dec 2023

- Delivered first-level technical and customer support for mobile, internet, and digital services
- Handled troubleshooting and resolution for device configurations, SIM activations, and service queries
- Recognized for consistent high CSAT scores and ability to de-escalate complex issues
- Trained new staff on CRM tools and standard customer engagement practices

PROJECTS & INVOLVEMENT

- Technical Support Lab Simulation - Built a simulated environment to practice Azure AD Connect, MFA deployment, and mailbox migrations.
- Student GitHub Repos - Host and document personal PowerShell scripts, Microsoft 365 automation exercises, and academic software projects.