Robert Msogoya

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Profile

Innovative and proactive Bachelor of Science in Computer Science student with a strong foundation in software development and network engineering in customer-facing services. Passionate about leveraging technology to enhance business efficiency and skilled in creating solutions that bridge technology and business needs. Eager to bring a fresh, tech-forward approach to solving complex challenges across diverse industries.

Skills

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Suite, Trello, Zoom, Java, JavaScript, HTML, CSS, MySQL, Python, Cisco network, Linux, Google Cloud, AWS, Team work, Creativity, Problem Solving, Technological adaptability

Education

11/2022 – present Dar es Salaam, Tanzania	**Bachelor of science in Computer Science** *University of Dar es Salaam* | GPA: 3.5 (Second Class Honors, Upper Division)
07/2020 – 05/2022 Bagamoyo, Tanzania	**Advanced Level (Physics, Geography and Mathematics (PGM))** *Ahmes Secondary School* | Div. 1.6 (Grades: Physics: A; Geography: C; Mathematics: B)
01/2016 – 11/2019 Bagamoyo, Tanzania	**Ordinary level (Science)** *Marian Boys Secondary School* | Div. 1.11

Professional Experience

07/2024 – 10/2024 Dar es Salaam, Tanzania	**Ecobank Tanzania** *Software Developer and Network Support Intern* • Designed and deployed an automated IT service management plamorm serving 400+ employees at the HQ using JavaScript, HTML, CSS, Java, and PHP (Laravel Framework); streamlined ticket submissions, routed issues to relevant teams, provided real-time network monitoring, and reduced response times from 36 hrs hours to under 2 hrs. • Cultivated advanced customer service skills, effectively resolving issues through clear and concise communication with bank staff via phone and direct interactions • Addressed a wide range of technical support inquiries, including troubleshooting and resolving complex hardware and software issues, thereby reducing system downtimes
07/2023 – 10/2023 Dar es Salaam, Tanzania	**Ecobank Tanzania** *IT System Support Intern* • Led the design and development of an enterprise-grade inventory management system using JavaScript, HTML, CSS, and MySQL, implementing encryption protocols and user access controls to safeguard sensitive bank data, resulting in The efficient management of over 500+ technology assets • Installed and configured new servers using Windows Server 2019, enabled Hyper-V virtualization on pre-owned servers, and integrated network hardware (NICs), leading to a 25% improvement in network uptime and enhanced scalability across the bank's IT infrastructure • Diagnosed and resolved network infrastructure issues by implemenFng fixes across LAN/WAN configurations, resulting in a 20% reduction in network downtime and ensuring business continuity for bank operations

Trainings and Hackathons

02/2025 – 05/2025	**Deloitte Skillsprint Program – University of Dar es Salaam (COICT) & Deloitte Technology Innovation Department** *Trainee* • Designed and developed and MVP in a hackathon for a financial risk management application using Python and HTML, enabling smoother deployments and reducing software failure risks during user operations. • Orchestrated a cloud-based inventory and record-keeping system for a local business owner, mitigating risks of data loss from hardware failure and enhancing traceability of stock, ultimately increasing operational resilience. • Embedded human-centered design principles to identify operational and compliance vulnerabilities, particularly limited access to financial infrastructure, ensuring that tech solutions addressed both systemic inefficiencies and user-specific risk exposures.

Languages

- English
- Swahili

References

Mr. Erick Rwekaza, *Head of Technology Services,* Ecobank Tanzania
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