



SUMMARY

A bright, talented, hardworking professional with a friendly personality and the ability to work as part of a team with excellent communication and technical abilities. A multi-skilled solutions developer with an all-around ability to juggle multiple projects while meeting deadlines and comprehending complex and interdependent business processes.

Relevant Education

Algonquin College, Ottawa, ON

Interactive Media Design | 2023 – 2024

- Learned production techniques through computer-based courses in web design, UI/UX, photo & video editing, and graphics design.

Lovely Professional University Punjab, India

B.Sc. Information Technology | 2015 – 2018

- Learned the fundamentals of information technology, covering programming, database management, networking, software development, and IT infrastructure.

Relevant Skills

- Developing web-based applications using HTML, CSS, JavaScript code and content management systems such as WordPress, Drupal, Shopify.
- Basic knowledge of relational database management and design, with experience using MySQL/SQL for data storage and retrieval.
- Proficient in configuring and maintaining computer systems, performing software installations, and setting up IT equipment's.
- Ability to provide technical support for PCs, peripherals, and other devices, troubleshooting hardware and software issues through calls, emails and MS Teams.
- Proficient in supporting internet network issues and troubleshooting Wi-Fi connectivity to ensure reliable and secure network performance.
- Ability to prioritize tasks in fast paced environments.
- Ability to work independently and within a team.
- Excellent presentation, writing, and oral communication when working on projects.
- Multilingual (English, French, and Kinyarwanda)

Relevant Experience

Dishwasher/Kitchen Help

Royal Ottawa Golf Club, Gatineau, QC | 2023

Arlo Wine & Restaurant, Ottawa, ON | 2023 – Present

- Sorting and organizing utensils, glassware, and cookware
- Cleaning the floor, washing the dishwasher, sanitizing, and adhering to safety standards with chemical usage.
- Time management and team collaboration in peak hours to allow efficient order-taking and order preparation.
- Assisting team members with kitchen routine duties.

Sales Analyst Executive

Airtel Telecom, Kigali, Rwanda | 2019 – 2022

- Tracked daily Float (E-money) movement on the market done by agents, Airtel Money Branches, dealers, and distributors.
- Received inbound and outbound calls from customers to resolve their transaction issues.
- Assisted customers through calls with technical issues related to products or services, troubleshooted problems, and provided step-by-step instructions for problem resolution.
- Analyzed sales gross addition daily reports.

Relevant Internships

IBM Career Education Program - India

- Developed Android applications under the supervision of the IT department.
- Supported students and staff with IT support-related issues, laptop repair, maintenance, software installation, and system troubleshooting.

Academic Projects

- Git Repository: <https://github.com/ngen0004?tab=repositories>
- Portfolio using HTML/CSS/JavaScript:
<https://ngen0004.github.io/Gilbert-Ngendahimana-portfolio/>
- Group project on 2024 spring IMD graduate students showcase website (WordPress/Elementor/JavaScript):
<https://s2024.acimd.ca/>