



## 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.

## 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

## SKILLS

- Developing web-based applications using HTML, CSS, and JavaScript code.
- Ability to code in different programming languages like PHP, C++, and C.
- Building web applications using different content management systems such as WordPress, Drupal, Shopify.
- Ability to develop prototypes and wireframes using Adobe XD and Figma.
- Ability to configure computer systems such as Operating System and software installation and maintenance.

## ACADEMIC PROJECT

- 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/>

## 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.

## CERTIFICATION

### 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.

## HOBBIES

- I am a football/soccer fan
- I like to swim and ride bicycle
- I like to listen to afro-beat music