

MUHOZA GUY BRILLANT

STRENGTHS

- Strong Analytical Skills
- Stakeholder Management Skills
- Planning and Coordination
- Complex Problem Solving

KEY ACHIEVEMENTS

- Boosted Customer Satisfaction Scores
- Streamlined Escalation Process

INTERESTS

- Learning new skills
- Reading
- Sports (Fitness, Martial arts)

SKILLS

- Problem-Solving · Customer Service · Story Telling · Technical Support · Troubleshooting · Data Analytics · CRM
- Microsoft Office · Google Docs · Zoom · Linux · macOS · Windows · SAP ERP · Salesforce · Slack · AWS · .NET · Java · JavaScript · Python · REST API · XML

CERTIFICATION

- Google IT Support Professional
- Google

ITIL 4 Foundation

PeopleCert

Technical Support Fundamentals

Google

Technical Support Analyst | ITIL 4 Foundation Certified

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SUMMARY

Drive customer satisfaction through expert support and technical troubleshooting, leveraging strong analytical skills and experience in data analysis. Proven ability to resolve complex issues efficiently while maintaining positive customer relationships and compliance standards. Skilled in using advanced tools such as Zendesk, Salesforce, and AWS to optimize workflows and enhance service quality. Seeking to apply technical expertise and client management skills to elevate customer experience in a dynamic support environment.

EXPERIENCE

Freelance AI Data Analyst

06/2025 - Present

Toloka

- Assessed data quality in AI training datasets, identifying errors to ensure annotation accuracy and compliance with client requirements.
- Developed and preserved KPIs, dashboards, and reports to track project health, including throughput and error rates.
- Conducted analyses to diagnose performance bottlenecks and improve workflows, optimizing project outcomes and efficiency.
- Collaborated with cross-functional teams to configure annotation tasks and integrate quality standards.
- Designed and refined data annotation guidelines to improve consistency and reduce error rates.
- Validated outputs from human annotators and AI systems, ensuring alignment with client specifications.
- Streamlined operations by identifying areas for improvement.

Customer Support Agent

05/2025 - 09/2025

BrainRocket

- Delivered customer support in French and English via phone, live chat and email for online casino and sportsbook platforms.
- Assisted players with account management, deposits/withdrawals, betting rules, and promotional offers.
- Resolved complaints with empathy and professionalism, ensuring compliance with responsible gaming policies.
- Maintained expert knowledge of casino games, sports markets, and betting features to provide accurate information.
- Consistently achieved performance targets including response times, customer satisfaction, and quality assurance.

Technical Support Specialist

10/2023 - 02/2025

Teleperformance

- Diagnosed and resolved software, network, and system-related issues for clients.
- Provided timely and effective technical assistance via email, chat, and calls, ensuring high customer satisfaction.
- Created and maintained technical documentation, FAQs, and troubleshooting guides.
- Monitored, reported, and escalated critical issues while collaborating with engineering teams for resolutions.
- Assisted in configuring, maintaining, and optimizing software applications and cloud-based solutions.
- Enhanced team efficiency by creating and updating 1000+ technical documents per month, FAQs, and troubleshooting guides.
- Reduced critical issue resolution time by collaborating with engineering on escalations at Teleperformance.

EDUCATION

Bachelors of Computer Science

Warsaw, Poland

Akademia Ekonomiczno-Humanistyczna w Warszawie

LANGUAGES

English

Proficient



French

Proficient



CERTIFICATION

Computer Networking

Google

System Administration and IT Infrastructure Services

Google

Compliance

BRO Academy

General Information Security

BRO Academy

General Data Protection Regulation (GDPR)

BRO Academy

Compliance. AML & Combatting the Financing of Terror

BRO Academy

Google AI Essentials

Google

Operating Systems

Google

Responsible gaming

BRO Academy

AWS Cloud Practitioner

AWS Online Training

Client Service

Bloomberg

Client Engagement

Bloomberg

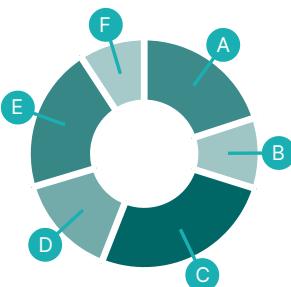
Intermediate SQL

Codefiity

Pandas

Kaggle

MY TIME



A Attending webinars, sparring with mentor, DIY-videos, networking etc.

B Drinking hot chocolate with milk.

C Spending time working on open source projects.

D Cleaning & Cooking.

E Gym & Walking 10,000 steps daily.

F Listening to podcasts.