

11623 Nansemond Court APT C
Louisville, KY, 40245
502-919-4451

<https://parfaitprfait.github.io/parfait/>

Parfaitprfait159@gmail.com

PARFAIT MUTOBA

OBJECTIVE *Motivated IT professional pursuing an AAS in Cloud Computing, with hands-on experience in troubleshooting, hardware repair, SQL, customer support, and ticketing systems (ITSM). Seeking roles in Desktop Support or IT Support to apply technical and customer service skills. I am known for strong problem-solving skills, leadership, and communication. Eager to launch a career in IT support or cloud infrastructure.*

SKILLS & ABILITIES

- Operating Systems: Windows 10/11, Linux (Ubuntu), macOS
- Networking: TCP/IP, DNS, DHCP, VPN, Routers/Switches
- Tools & Platforms: ITSM/Ticketing systems, Microsoft Office Suite, SQL, Command Line, Active Directory (learning)
- Hardware: Desktop/Laptop repair, device setup/configuration, printers, peripherals
- Cloud & Security: AWS Cloud (studying), CompTIA A+ / Network+ / Security+ (in progress)
- Soft Skills: Excellent customer service, communication, leadership, problem-solving, multilingual (English, French, Tshiluba, Lingala)

PROJECT & EXPERIENCE

RELEVANT IT PROJECTS (HOME LAB)

- Installed and configured Windows 10 VMs; created user accounts and performed password resets using Local Group Policy.
- Built a Linux (Ubuntu) VM using VirtualBox; practiced command-line operations and system monitoring.
- Troubleshoot simulated hardware/software issues, performed virus scans, and maintained system logs.
- Practiced ITSM ticketing workflows, including logging issues, documenting resolutions, and closing tickets.

WORK EXPERIENCE

Amazon - Jeffersonville, IN

Process Assistant / Problem Solver

Mar 2020 – Present

- Support floor operations while providing real-time IT assistance, including handheld scanner issues and minor hardware troubleshooting.
- Assist associates with device setup, login issues, and basic software glitches.
- Lead teams in high-pressure environments and ensure productivity and accuracy with RF devices and warehouse systems.
- Known for strong communication, training ability, and customer-oriented support. Maintained accuracy with barcode scanning and software systems (RF devices)

Kraft Heinz - Kirksville, MO

Production Operator

July 2018 – Jul 2020

- Supported operational efficiency through system checks and diagnostics
- Reported equipment issues to the maintenance team for resolution
- Performed equipment monitoring, diagnostics, and reported technical issues to maintenance.
- Supported uninterrupted production by identifying early signs of system or equipment failure.

Telecom Retail - Kinshasa, DRC

Customer Service & Sales

Feb 2016- 2018

- Provided hardware and software troubleshooting for mobile and laptop users.
- Assisted customers with device setup, data transfer, and application use.
- Delivered customer training and resolved technical issues in-person.

EDUCATION

Jefferson Community and Technical College - Louisville, KY

AAS in Information Technology - Cloud Computing (Expected: Dec 2025)

- Google IT Support – Technical Support Certification
- Google System Administration and IT Infrastructure Services Certification

- ITSM Foundation: Optimizing IT Service Management Certification
- Member of Phi Theta Kappa Honor Society
- African American Student of Excellence Award
- Amazon Leadership Certificate
- CompTIA A+ /Network +/ Security+ (Studying)