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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
	<ul style="list-style-type: none">• 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
	<ul style="list-style-type: none">• 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
	<ul style="list-style-type: none">• 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)